Q-See®

H.264 Network Embedded DVR

4 Channel CIF/HD1/D1 Digital Video Recorder

USER MANUAL

Model #:

QS434

www.q-see.com

Rev 5/7/2010

CONTACT US

Model Number: QS434

Please contact a Q-See support representative first for any additional information you need help with regarding product features, specifications or setup assistance.

Please contact us using the following methods with questions about your Q-See product.

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Technical Support
1.877.998.3440 x 539

Fax:
1.714.998.3509

SAFETY INSTRUCTIONS

Model #: QS434

1. **Electrical Safety**

   All installation and operation should conform to your local electrical safety codes.
   We assume no liability or responsibility for any fires or electrical shock caused by improper handling or installation.

2. **Transportation Security**

   Avoid heavy stress, violent vibrations or contact with water during transportation, storage and installation of this system.

3. **Installation**

   Keep upright. Handle with care.

   Do not provide power to the combo DVR prior to completing installation.

   Do not place objects on the combo DVR.

4. **Qualified Service Technicians**

   Any examination and repair work should be done only be a qualified service engineer.

   We are not liable for any problems caused by unauthorized modifications or attempted repairs.

5. **Environment**

   This product works in a temperature range of 50°F to 122°F (-10°C -50°C).

   This combo DVR should be installed in a cool, dry place away from direct sunlight and flammable or explosive substances, etc.

6. **Accessories**

   Make sure to only use accessories recommended by Q-See.

   Before installation, check the package to verify that all the components are included.

   Contact your local retailer ASAP if something is broken in your package.

CAUTION!

RISK OF ELECTRICAL SHOCK!

WARRANTY INFORMATION

Model #: QS434

Thank You for Choosing a Q-See Product!

All of our products are backed by a conditional service warranty covering all hardware for 12 months from the date of purchase. Additionally, our products also come with a free exchange policy that covers all manufacturing defects for one month from the date of purchase. Permanent upgrading service is provided for the software.

Liability Exclusions:

Any product malfunction or abnormalities in operation or damage caused by the following reasons are not within the free service scope of our company:

(1) Equipment damage caused by improper operation.

(2) Improper equipment operation environment and conditions (e.g., improper power, extreme environmental temperatures, humidity, lightning and sudden surges of electricity).

(3) Damage caused by acts of nature (e.g., earthquake, fire, etc).

(4) Equipment damage caused by the maintenance of personnel not authorized by Q-See.

(5) Product sold over 12 months ago.

In order to fulfill the terms of your warranty, you must complete the registration process after purchasing our product. To do this, simply fill out the User's Information Card below and fax or mail it in to us at the information listed below. You can also register the product by going to the www.q-see.com website and clicking on the Register link.

Customer Information Card

User's Name	**Mr./Mrs.**
Company Name	
Postal Address	
Postal code	
Phone Number	
E-mail	
Model Number of Product	
Serial Number of Product	
Purchase Date	
Distributor	

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No part of this manual may be reproduced, copied, translated, transmitted, or published in any form or by any means without our company's expressed written consent.

1. Our products are under continual improvement and we reserve the right to make changes without notice. No guarantee is given as to the correctness of its contents.
2. We do not accept any responsibility for any harm caused by using our product.
3. The product picture may differ from the actual product, which is only for your reference. The accessories may be different according to the region you purchased our product. For more information on specific accessories, please contact your local distributor.

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1. INTRODUCTION

1.1 MAIN FEATURES

4 channel CIF/HD1/D1 resolution digital video recorder. It has local recording, playback, supports triple code remote network surveillance, data backup, parameter setting, motion detection and USB mouse.

1.2 PRODUCT FEATURES

- ✧ H.264 compression
- ✧ Two USB ports, USB 2.0 for data backup, USB 1.1 for mouse operation.
- ✧ Supports 3.5” SATA HDD up to 1TB.
- ✧ Special file system for security.
- ✧ 16 bit color translucent user-friendly GUI, with notes for selected menu items
- ✧ Optimized four channel simultaneously playback
- ✧ Double level user management
- ✧ Supports live view, parameter setting, playback and copying video via network.

1.3 PACKAGE CONTENTS

- ✧ 4 Channel H.264 DVR
- ✧ Power Supply for DVR
- ✧ Mouse
- ✧ Remote Control
- ✧ Ethernet Cable
- ✧ RCA to BNC Adapter for Video to TV
- ✧ Product Manual
- ✧ Software CD

2. DVR INSTALLATION GUIDE

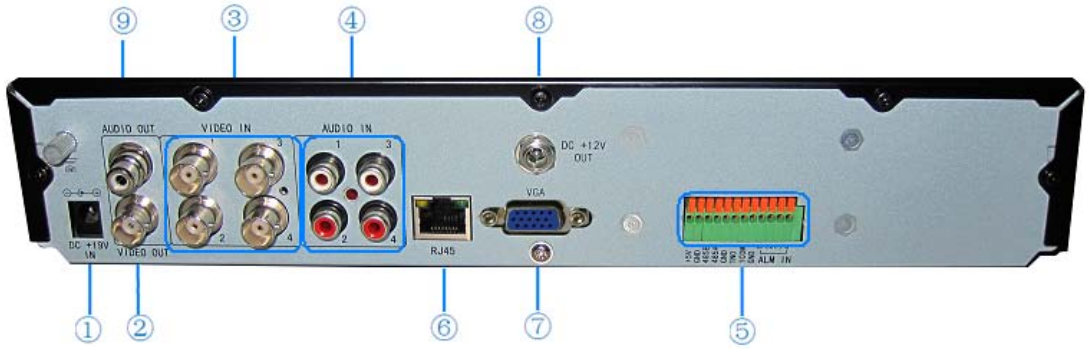
2.1 FRONT PANEL

1. THE FUNCTIONS OF BUTTONS AND CONNECTORS ON FRONT PANEL

Item Number	Name/Symbol	Description	
1	STANDBY	Press to set the system in standby mode.	
2	IR SENSOR	IR Receiver for remote control.	
3	LED INDICATORS	Shows status of hard drive, recording, alarm, HDD full and network.	
4	CHANNEL/NUMBERS/ PLAYBACK	Press buttons 1-4 to view the selected channel full-screen; press buttons 1-0 to input passwords and user IDs.	
5	MENU EXIT	Press to open/close the main menu.	
6	NAVIGATION/OK	OK	In menus, press to confirm selections; in PTZ mode, press to change the navigation buttons to control a connected PTZ camera (not included)
		▲	Press to move cursor up; in PTZ mode, press to pan camera up.
		▼	Press to move cursor down; in PTZ mode, press to pan camera down.
		◀	Press to move cursor left; in PTZ mode, press to pan camera left.
		▶	Press to move cursor right; in PTZ mode, press to pan camera right.
7	⟷	Connect a USB flash drive to the top port for data backup and firmware upgrades connect a USB mouse to the bottom port.	
8	DURING PLAYBACK PRESS:	◀◀	Increase reverse playback speed 1X, 2X, 4X.
		■/▶	Press to freeze playback to one frame, then press again to advance frame-by-frame.
		▶	Press to start playback
		▶▶|	Press to slow playback speed by 1/2, 1/4, 1/8.
		▶▶	Press to increase forward playback speed 1X, 2X, 4X.

2.2 REAR PANEL

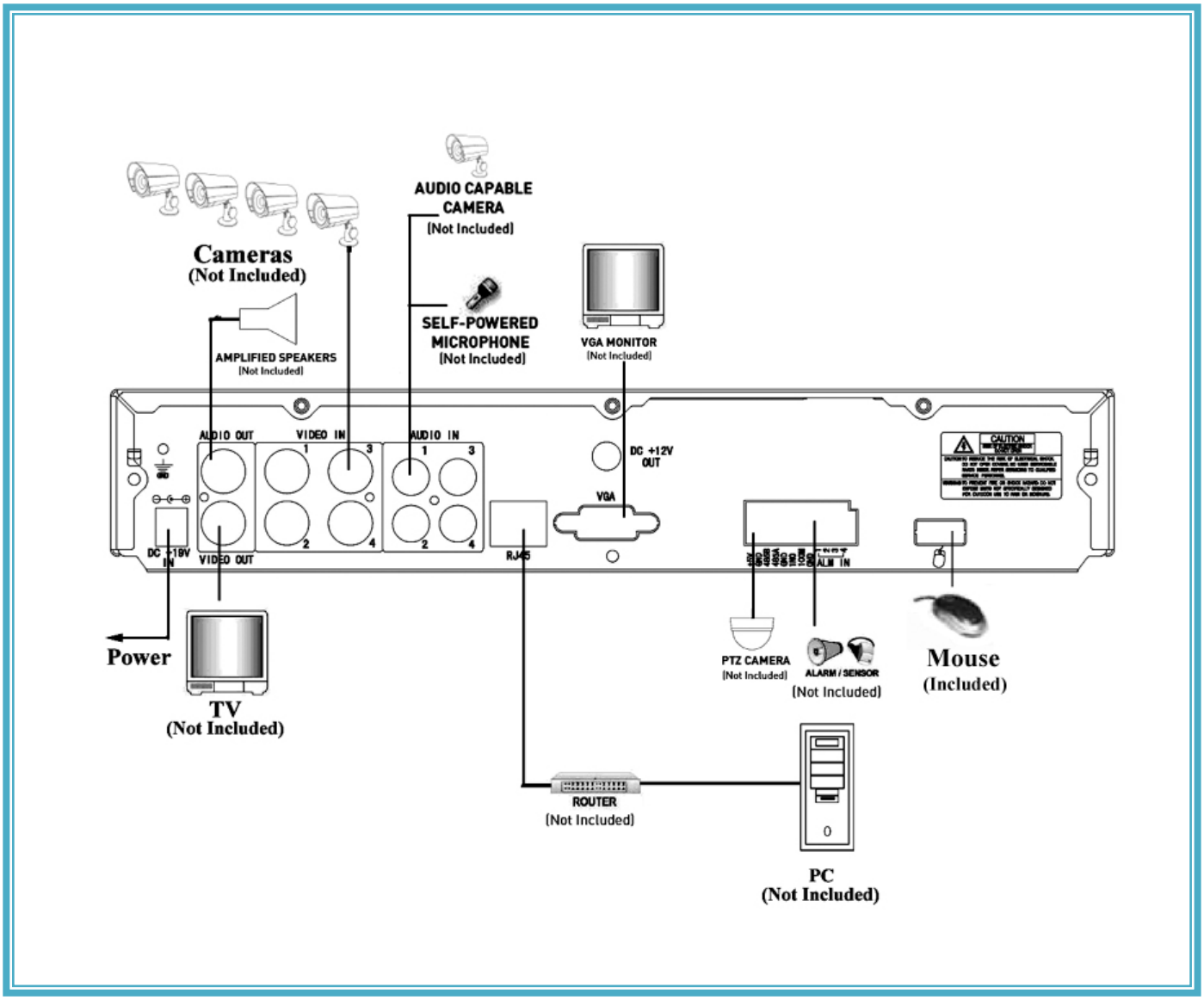
4-CHANNEL MODEL



Connectors on Rear Panel

Item Number	Physical Connector	Connector Description
1	⊖⊂⊕	DC 19V/3.42A Power Connection
2	**VIDEO OUT**	Video output for connecting TV (BNC)
3	**VIDEO IN**	Video input for connecting analog video signal input (BNC)
4	**AUDIO IN**	Audio input for connecting audio signal
5	**ALARM INPUT**	4 I/O Alarm input
	ALARM OUTPUT	I/O Output for alarm
	RS485	RS485 for connecting PTZ
	RS232	Debugging port
	+12V	Power supply for DC relay, the current is 100MA (to prevent short circuits)
6	**NETWORK**	For connecting Ethernet cable
7	**VGA OUTPUT**	To connect to VGA monitor
8	**DC +12V OUT**	DC +12@2A power output for 4 cameras
9	**AUDIO OUTPUT**	Connection for audio output

2.3 CONNECTION DIAGRAM

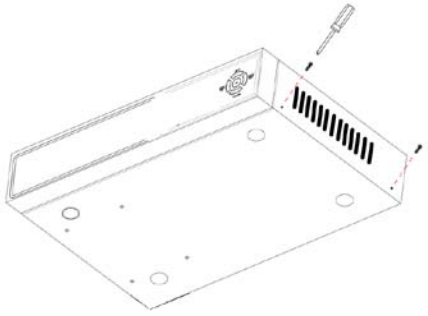


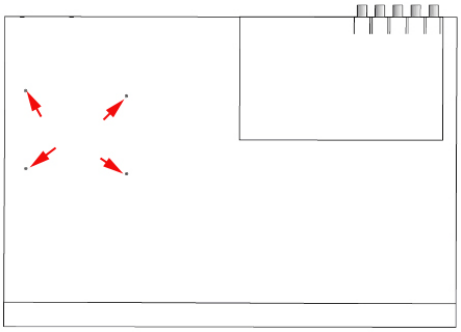
2.4 HARD DRIVE INSTALLATION

Caution:
When working with devices such as hard drives or DVRs that are sensitive to static electricity, make sure you use a static-free workstation. Any electrostatic energy coming in contact with the hard drive or DVR can damage it permanently.

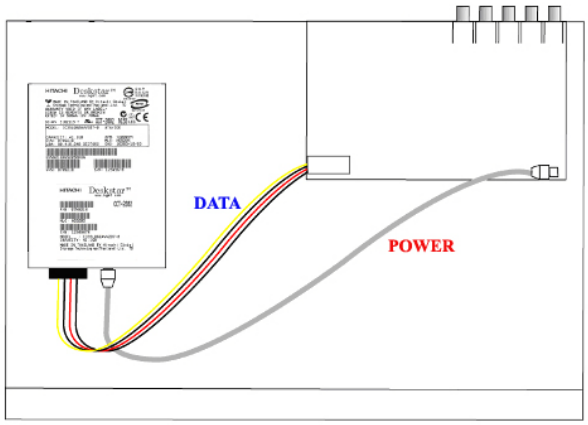
Please install the hard drive following these steps:

1) Open the cover of the DVR and you will see 4 screw holes as shown below:

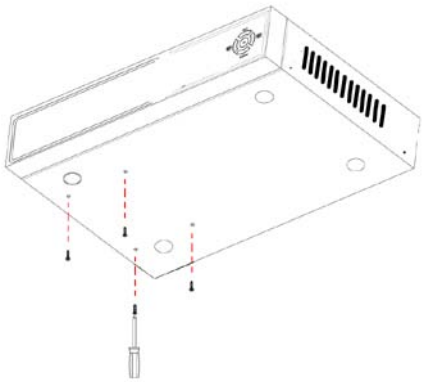




2) Connect HDD cables as shown below:



3) Attach HDD to base of DVR as indicated below with the screws provided.



4) After installing HDD into DVR close cover.

Notice: New installed HDD needs to be formatted before recording.

3. DEVICE OPERATION

3.1 MOUSE OPERATION

The mouse is the primary input device for navigating system menus.
NOTE: Unless otherwise noted, all system functions described in this manual are achieved through mouse input.
To use a mouse with the system:

1) Connect a USB mouse to the **USB MOUSE port** on front panel of the DVR.

NOTE: Only the top USB port on the front panel is designed for data backup to a USB flash drive. Do not connect a USB flash drive to the bottom USB port on the front panel; it is only used by a USB mouse.

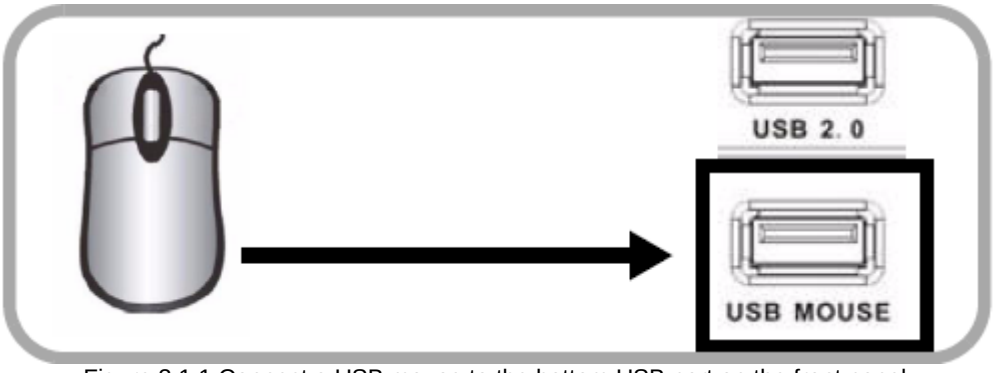


Figure 3.1.1 Connect a USB mouse to the bottom USB port on the front panel

2) Use the mouse buttons to perform the following:

- **Left-Button**: Click to select a menu option; during live viewing in split-screen, double-click on a channel to view the selected channel in full-screen.; double-click the channel again to return to split-screen view
- **Right-Button**: Click to open the Sub-Menu
- **Scroll-Wheel**: No function.

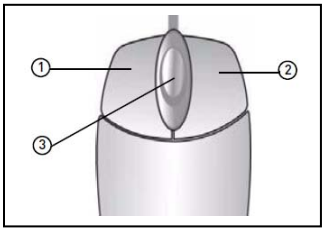
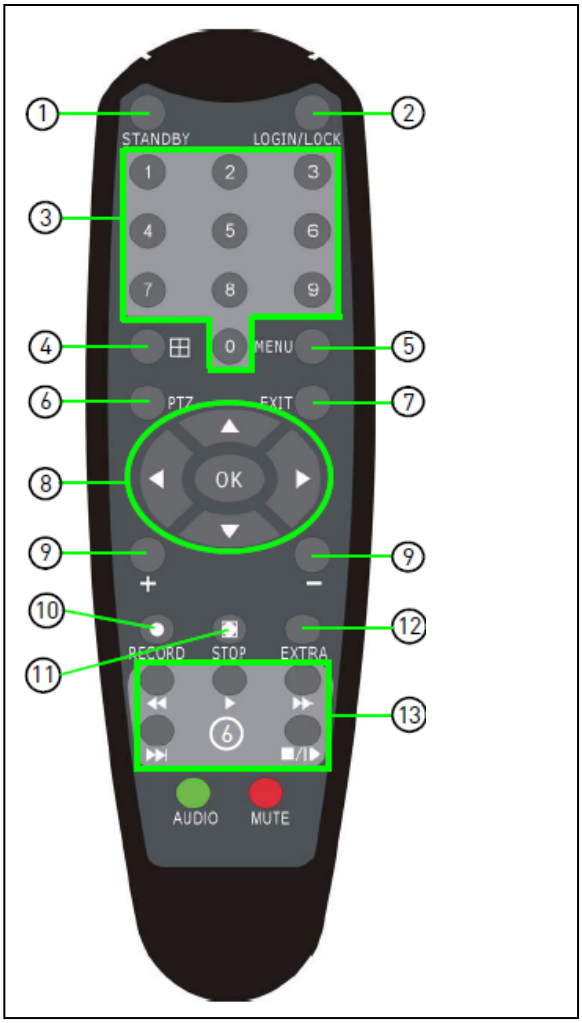


Fig 3.1.2 Mouse button operation

In device operation, the enter key on remote control has the same function as left click of the mouse.

3.2 REMOTE CONTROL



The remote control is the secondary input device For navigating the system's menus.
To use the remote control:

1. **STANDBY**: Press to turn standby mode ON/OFF.
2. **LOGIN/LOCK**: If "Security" has been enabled in the Setup menu, press to open the user password login screen.
3. **Number/Channel buttons**: While in menus, press buttons 0~9 to enter values; during live viewing, press to view channels full-screen.
4. ⊞: Press to switch between quad and full-screen displays.
5. **MENU**: Opens the main menu.
6. **PTZ**: Press to open the PTZ control window.
7. **EXIT**: Close menu windows.
8. **Navigation/OK**:
   ▲**/CH+**: Move cursor in menus up; Channel Up.
   ▶**/FWD**: Move cursor in menus to the right; during playback, increase forward playback speed (5X, 15X, 60X).
   ◀**/REW**: Move cursor in menus left; during playback increase reverse playback speed (5X, 15X, 60X)
   ▼**/CH-**: Move cursor in menus down; Channel down.
   OK: In menus, press to confirm selections; during playback and preview, press to view system information
9. **+/ -** : In menus, press to adjust values.
10. **RECORD**: Press to start manual recording.
11. **STOP**: Press to stop manual recording.
12. **EXTRA**: For future use.
13. **Playback controls**:

- ⏮: Increase reverse playback speed 1X, 2X, 4X
- ⏵: Press to start playback
- ⏭: Press to increase forward playback speed 1X, 2X, 4X
- ⏭: Press to slow playback speed by 1/2, 1/4, 1/8
- ⏯: Press to freeze playback to one frame, then press again to advance frame-by-frame

TIP: When using the remote control to enter password and camera titles, select the field using the navigation buttons, press ENTER, and then press the number buttons.

3.3 USING THE SUB-MENU

Mouse Only

When using the mouse, use the Sub-Menu to access several system options, including the Main Menu and PTZ control.
To open the Sub-Menu:

1) Right-click anywhere onscreen. The Sub-Menu opens.

Figure 3.3.1

2) Select one of the following options:
   - **MAIN MENU**: Opens the main system menu
   - **KEYLOCK**: Activates password to enter the menu
   - **CHN SWITCH**: Select type of split-screen display
   - **VIDEO SEARCH**: Open the Search Menu to view recorded video
   - **PTZ**: Opens the PTZ control menu
   - **MUTE**: Mute listen-in audio on the system
   - **MANUAL REC**: Start manual recording
   - **STOP REC**: Stop manual recording
   - **ROTATION**: Start full screen display of channels 1-4.

3) To close the Sub-Menu, click anywhere on screen.

3.4 PLAYBACK

View recorded video on the system through the Search Menu.

To begin playback:

Figure 3.4.1

1) Right-click anywhere onscreen and select **VIDEO SEARCH**. The Search Menu opens.
   NOTE: When you first open the Search Menu, it displays the current month and date.
2) Click **PLAY** to playback the last minute of recorded video (Quick Search). **OR**
3) Under CHN select a **specific channel** or select **ALL**.
4) Under DATE, enter **a date** using the Virtual Keyboard (mouse only).

Figure 3.4.2

5) Click **SEARCH**. Recorded events on the system appear in red (alarm events-includes both alarm and motion events) and green (normal recording).
6) Click **a date** in the Month Grid to search for video files.
7) Click **a time block** in the Hour Grid to view the video. Playback begins. DVR can playback 1 channel full screen and quad-screen.
8) Move the mouse slightly to display the onscreen playback controls. You can also use the playback control buttons on the remote control or front panel of the system.

Onscreen Playback Controls

To use the onscreen playback controls:3

1) Click the VCR-like controls to play, pause, fast forward, rewind, and slow down playback.
2) Drag the slider to adjust the volume (audio capable camera required for this function, not included). Select the box to mute the audio.
3) Click **X** to quit playback and return to the Search menu.

Figure 3.4.3

3.5 SYSTEM OPERATION

3.5.1 USER LOGIN

1. STARTING THE SYSTEM

To power the system ON/OFF:

Connect the power cable to the DC 19V port on the rear panel. At startup, the system performs a basic system check and runs an initial loading sequence. After a few moments, the system loads a live display view.

Standby Mode
The system can also be put into Standby Mode. Power will remain to the system but will not be recording.

To start/stop Standby mode:

1) Press and hold the **POWER** button on the front panel or remote control until the prompt closes. The system enters standby mode.
2) Press and hold the **POWER** button on the front panel or remote control until the system beeps. The system will begin powering up.

Password
IMPORTANT!: By default, passwords are **disabled** on the system. You do not need to enter a password when accessing any system menus. However, for security purposes, it is highly recommended to enable passwords on the system using the Password Menu.

NOTE:
1) If there is no hard drive in DVR, or the DVR cannot read the hard drive, or the hard drive is not formatted, it will display an【H】in the video preview interface.
2) You must format the hard drive in the DVR before using. To do so, follow these steps: menu > HDD management > format. After formatting, the system will restart.

2. SYSTEM LOGIN

To open the Main Menu:

Right-click anywhere onscreen to open the Sub-Menu and select **MAIN MENU** (mouse only), or press the **MENU/EXIT** button on the remote control or front panel of the system.

NOTE: If passwords are enabled on the system, you need to select your Device ID and enter the 6-digit numerical password to open the Main Menu.

Figure 3.5.1

3.5.2 USING THE MAIN MENU

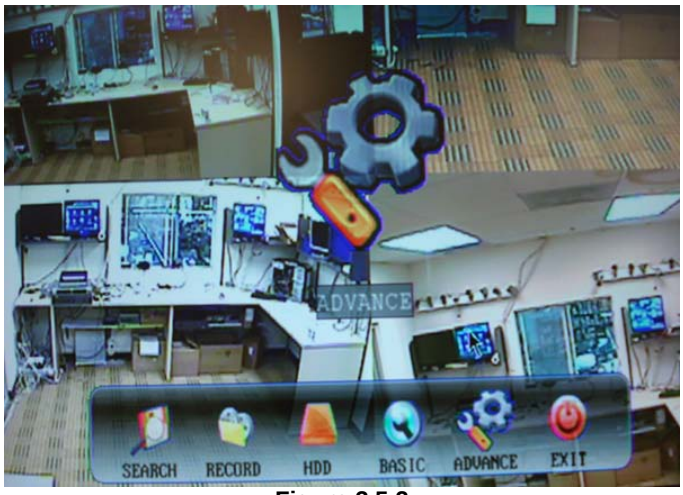


Figure 3.5.2

1) **SEARCH**: Search for recorded video on the system.
2) **RECORD**: Configure recording parameters (quality, resolution), set record modes, and enable/disable audio recording.*
3) **HDD**: Display hard drive status and format the internal hard drive of the system.
4) **BASIC**: Open the Basic Setup Menu, which lets you set the system language, date and time, Device IDs and passwords, and configure audio and video settings.
5) **ADVANCE**: Opens the Advanced Setup Menu, which lets you view system info, configure alarm, PTZ, mobile, and network settings.
6) **EXIT**: Closes the Main Menu.
7) Displays information about the contents of the selected Main Menu icon.

**Audio capable cameras or powered microphones (not included) are required for audio recording on the system.*

1. SEARCH

Search and playback recorded video on your system.

Figure 3.5.3

NOTE: When you first open the Search menu, it will display the current month and date.

To perform a Quick Search:

Open the Search menu and click **PLAY**. The last minute of recorded playback begins.

To perform a Date & Time search:

1) Under CHN, select individual channels or select ALL.
2) Under DATE, click the field and enter the desired date using the Virtual Keyboard and then click SEARCH. The system searches for data.
3) Under RECORD STATE, the system shows recorded events in a Month Grid and a Time Grid. The selected day of the month will be outlined in Green or Red. Green=normal recording; Red=alarm recording (includes both alarm and motion events).
4) Click a date in the month grid to view recorded video files for that selected date in the hour grid.

Figure 3.5.4

5) During playback, use the onscreen controls or the playback buttons on the remote control or front panel to control playback.

FILE LIST

Use the File List sub-menu to see a detailed list of all the recorded video on your system.

To open the File List:

1) From the Search Menu, click **SEARCH** to search the system for recorded video.
2) Click **FILE LIST** at the bottom of the menu. The File List menu opens.

Figure 3.5.5

To use the File List:

1) Under TYPE, select **NORMAL** to view only normal recordings, **ALARM**, to view alarm recordings (includes alarm and motion detection), or **ALL** to view all video on your system.
2) Use the buttons on the side panel to navigate the file list:
   - **FIRST**: Jump to the first page of the list
   - **PRE**: Turn to the previous page
   - **NEXT**: Turn to the next page
   - **LAST**: Jump to the last page of the list
   - **ALL**: Select all files
   - **OTHER**: Clear all files
   - **BACKUP**: After selecting a file(s), click to begin copying the data to a USB flash drive (not included);
3) Click any file to begin playback.

2. BACKUP

Use the File List sub-menu to find recorded video on your system and copy it to a USB flash drive (not included).

NOTE: The system is compatible with most major brands of USB flash drives, with capacities from 256 MB to 16 GB.

To backup recorded data:

1) Connect a blank USB flash drive to the top USB port on the front panel of the DVR.
2) Open the Search menu and search for recorded data on the system.
3) Click **FILE LIST**.
4) Select the files you want to backup and click the "BAK" box next to the file name (see figure 3.5.8). Select multiple files if desired. Click **ALL** to select all files; click **OTHER** to deselect all files.

   NOTE: The size of each file is shown in the File List menu. Use this to help you find a USB flash drive large enough to hold all the files you wish to backup.
5) Click BACKUP from the side-panel to immediately begin copying the files to the USB flash drive.

NOTE: Backup progress appears in the status window. DO NOT remove the USB flash drive during backup.

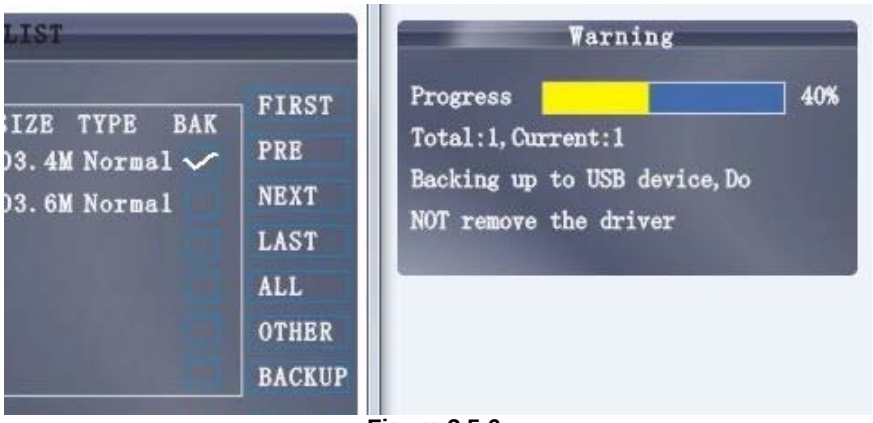


Figure 3.5.6

Using the Playback Software (included on CD)

1. Copy a backup file to your PC.
2. Open multimedia player and click [File→ Local File] to find/select the backup file, and then click [open] button (Figure 3.5.7). This will generate a dialog box of all the files on your device or computer (Figure 3.5.8). Please note that the file type you select should have a .264 extension as illustrated in Figure 3.5.8).

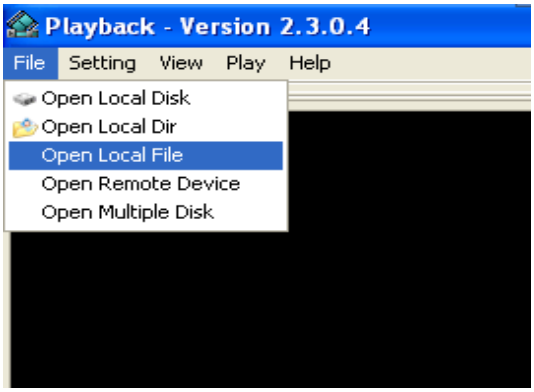


Figure 3.5.7

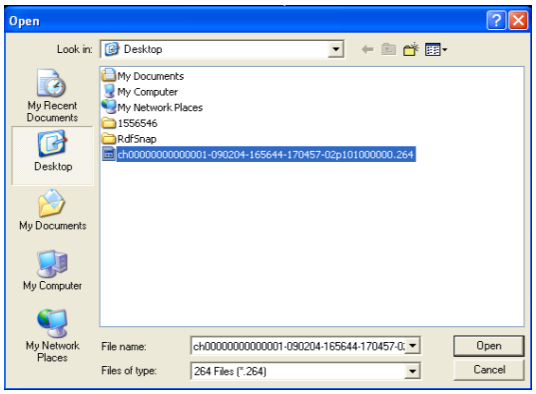


Figure 3.5.8

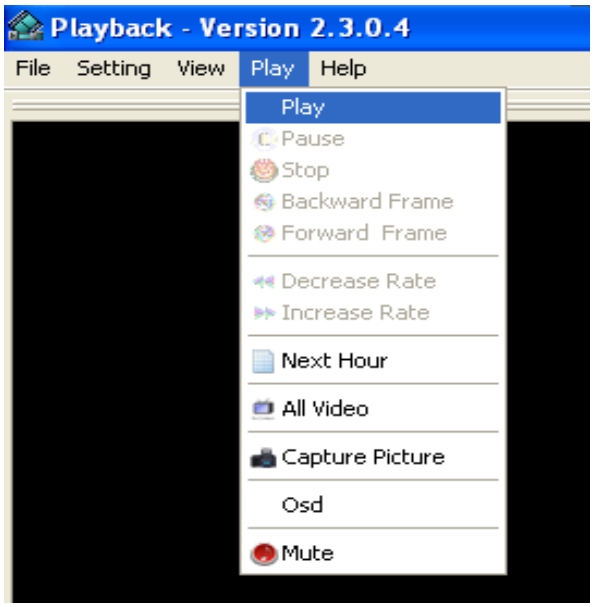


Figure 3.5.9

To play the file, click the Play menu on the toolbar of the multimedia player interface as shown in Figure 3.5.9. Doing this will generate a pop up window as illustrated in Figure 3.5.10.

Click the button on the bottom of the multimedia player and the [Play-] button to start playing the file.

Multi-Media Player Menu Overview

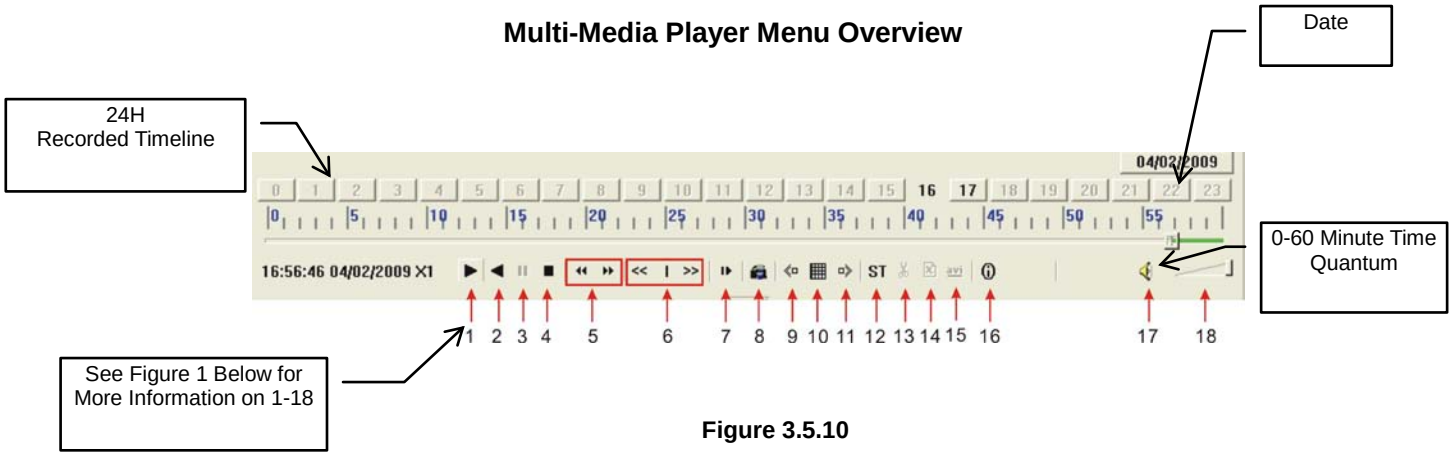


Figure 3.5.10

- Date is depicted in upper right hand corner as illustrated in Figure 3.5.10. Date represents the date current file selection was recorded.
- The 24H recorded time line under the Date represents the time line base for recorded material.
- The 0~60 Minute recording time quantum represents the minute base for all recorded materials. As depicted in Picture 30, the green bar represents the time length of the recorded material in the file you are currently playing.

Recorded File Menu Commands
(Figure 1)

1	Play	10	All the windows
2	Previous recording file	11	Add window
3	Pause	12	Start
4	Stop	13	Cut
5	Previous frame / Next frame	14	Delete
6	Slow play, Normal play, Fast Play	15	Convert AVI
7	Next Hour	16	On Screen Display
8	Capture picture	17	Mute switch
9	Reduce window	18	Volume adjust

Video Play Settings: In your Multimedia player interface, got to the Setting menu on your toolbar. From there, go to Video Play Setting→Normal Video Bar (Figure 3.5.11). This will open up a dialog as illustrated in Figure 3.5.12 allowing you to choose from a drop down list of which channels to play. Make your choice from the options provided in the drop down list and click ☑ next to "Play the Video". Click Apply then OK.

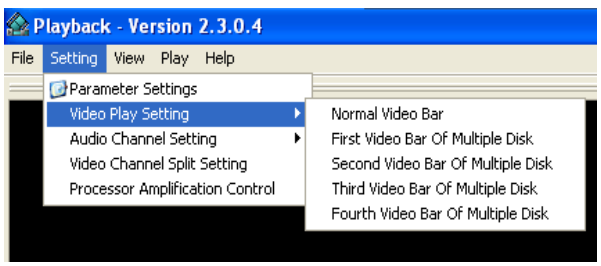


Figure 3.5.11

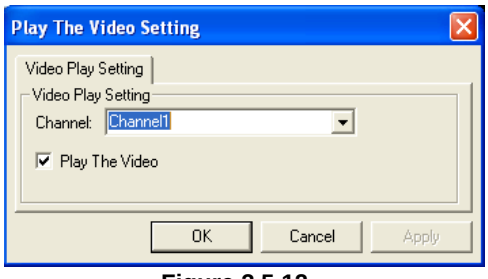


Figure 3.5.12

Audio Settings: In your Multimedia player interface, go to the Setting menu on your toolbar. From there, go to Setting→Audio Channel Setting→Normal Video Bar (Figure 3.5.13). This will open up a dialog as illustrated in Figure 3.5.14 allowing you to choose from a drop down list of which audio channels to play. Make your choice from the options provided in the drop down list and click ☑ next to "The channel has sound data". Click Apply then OK. Please note that these setting changes will not take effect until you re-start your multimedia player.

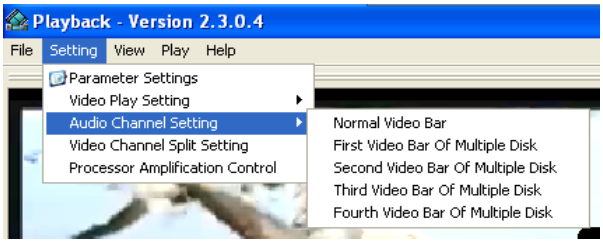


Figure 3.5.13

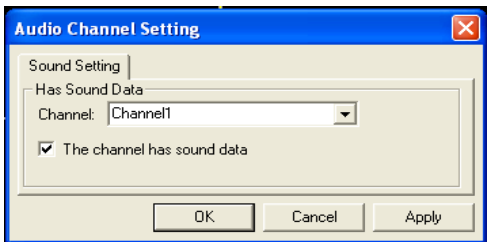


Figure 3.5.14

3. RECORD MODE

Configure record parameters, enable/disable audio.

NOTE: *Audio capable cameras or powered microphones (not included) are required for audio recording.*

Figure 3.5.15

To configure recording options:

1) Under **CHANNEL**, use the drop-down menus and select **ON/OFF** to enable/disable recording for the selected channel.
2) Under **RESOLUTION,** select **HIGHEST**, **HIGH**, or **NORMAL**.

   DVR-4CH: Setup resolution and code rate for recording, there are three options: HIGHEST, HIGH, NORMAL, corresponding to **D1, HD1, CIF** resolution.

   PAL: D1@6fps, HD1@12FPS, CIF@24fps;

   NTSC: D1@7fps, HD1@15FPS, CIF@30fps;

3) Under **QUALITY**, select **BEST**, **FINE**, **NORMAL.** Setup code rate for recording,
   CIF: corresponds to **768**Kbps and **512**Kbps and **384**Kbps.
   HD1: corresponds to **1024**Kbps and **768**Kbps and **512**Kbps.
   D1: corresponds to **1024**Kbps and **768**Kbps and **512**Kbps.
4) Under **AUDIO**, select **ENABLE** or **DISABLE**. If audio recording is enabled, the system will record audio from connected audio capable cameras (not included).
5) Under **REC. MODE**, select **POWER UP** or **TIMER RECORD**. If you select **POWER UP**, the system will record continuously (Normal Recording) when the system is powered on. If you select **TIMER RECORD**, you have to set a recording schedule on the system.
6) Under **REC. SIZE,** select **15MIN, 30MIN, 45MIN,** or **60MIN**.
   NOTE: Record Size sets the file size for recorded video files on the system. Instead of recording data as one large file, the system will divide the data into blocks of 15, 30, 45, or 60 minutes. This makes the recorded data easier to search.
7) Click **APPLY**. Click **CLOSE** in the confirmation window.
8) Click **EXIT** in every menu until all windows are closed.

Recording Schedule

By default, the system is set to record continuously. You can program the system to record according to a customized recording schedule.

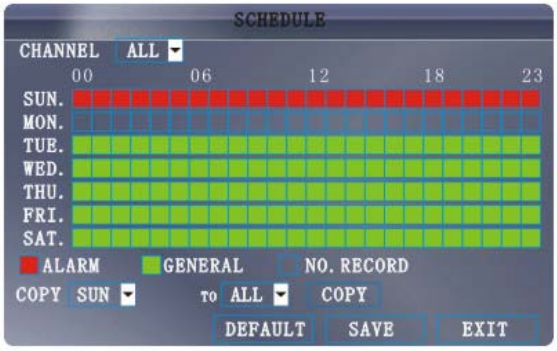


Figure 3.5.16

The Schedule Grid shows the days of the week and hours 0~23. You can set Alarm Recording (Red), General (Normal) Recording (Green), or No Recording (Blue) to each time block of each day.

To set a recording schedule:

1) Open the Main Menu and click **RECORD**.
2) Under REC. MODE, select **TIMER RECORD**.
3) Click **SCHEDULE**. The Schedule menu opens.
4) Under CHANNEL, select specific channels or select **ALL**.
5) Below the grid, click either **ALARM** (red), **GENERAL** (Green), or **NO RECORD** (Blue) and then click a time block on the desired day.
6) Use the **FROM/TO** drop-down menus to copy the schedule of one day to another. For example, if you want your schedule for Monday to be the same on Wednesday: under FROM select **MON**, under TO select **WED**, and then click **COPY**.
7) Click **SAVE**.
8) Click **EXIT** in each menu until all windows are closed.

Example

You want your system to record continuously on all channels from 9 AM to 5 PM Monday to Friday. You also want Alarm/Motion recording from 5 PM to 9 AM. You do not want the system to record Saturday or Sunday.

NOTE: By default, the system is set to record continuously 24 hours a day, 7 days a week.

To set the recording schedule:

1) Open the Schedule menu.
2) Under CHANNEL, select ALL.
3) Click the blue NO RECORD block below the grid. A checkmark will appear in the block.
4) Under SUN, click blocks 00~23. The blocks will turn blue.
5) Under FROM, select SUN. Under TO select SAT, and then click COPY.
6) Click the red ALARM block below the grid.
7) Under MON, click blocks 00~08 and blocks 18~23. The blocks will turn red.
8) Under FROM, select MON. Under TO select TUE, and then click COPY. Repeat for Wednesday, Thursday, and Friday. Your completed schedule should the same as the schedule in Figure 3.5.17.

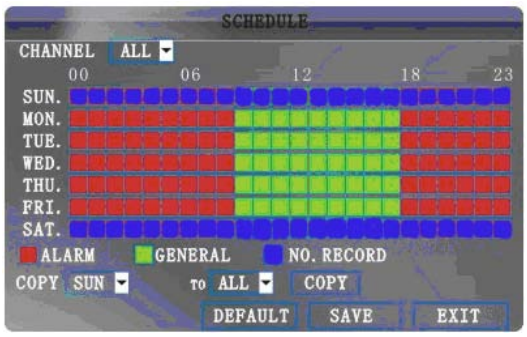


Figure 3.5.17

9) Click SAVE. Click CLOSE in the confirmation window.
10) Click EXIT in all menus until all windows are closed.

Mask Field Setup

The Mask Field lets you block a specific portion of a channel you do not want recorded or shown on the display screen. This can be useful if you need to conceal a sensitive area being captured by the installed camera.

Figure 3.5.18

To use the mask field:

1) From the Record menu, click **MASK FIELD SETUP**. The Mask Field menu opens.
2) Choose a channel you wish to apply the Mask Field.
3) Select **ON** from the **SWITCH** drop-down menu.
4) Click **SETUP**. The Mask Menu disappears and the select channel is shown in full-screen.
5) Using the mouse, click and drag the cursor over the area you want to conceal. A single click will produce a small black square.

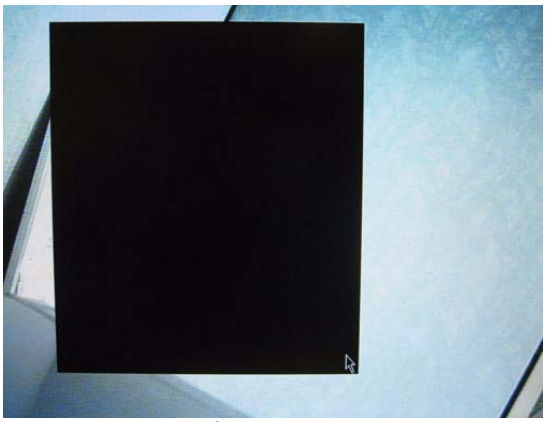


Figure 3.5.19

6) Right-click anywhere on the screen to return to the Mask Field menu.
7) Click **APPLY**. Click **CLOSE** in the confirmation window.
8) Click **EXIT** in all menus until all windows are closed.

4. HDD MANAGEMENT

Displays essential information about the system`s internal hard drive, and lets you format the internal hard drive and external USB flash drive (not included).

Figure 3.5.20

The HDD menu displays the following:

- **HDD STATUS**: The system will display "OK" for normal operation
- **SIZE**: The size (in gigabytes) of the internal hard drive. The size of your system`s internal hard drive will vary by model
- **FREE SPACE**: The space (in gigabytes) remaining on the system`s internal hard drive.
- **AVAILABLE TIME**: The recording time (in hours) remaining on the HDD based on your current record settings
- **OVERWRITE**: Select **ENABLE** or **DISABLE**. If Overwrite is enabled prior to recording, the system will record over the oldest video data once the hard drive is full. If Overwrite is disabled, the system will stop recording once the hard drive is full and the "FULL" LED on the front panel of the system will light up.

Formatting the Hard Drive

ATTENTION: Formatting the hard drive erases all video data! This step cannot be Undone!

Formatting the USB Flash Drive

Use a USB flash drive to backup recorded video and upgrade the system`s firmware. You should always format the USB flash drive you intend to use with the system.

NOTE: Not formatting the USB flash drive may result in the drive not functioning.

5. BASIC

Set the system language, date and time, passwords, and configure audio and display options.

The Basic Setup menu contains the following sub-menus: **Language**, **Date/Time**, **Password**, **Display**, and **Video/Audio (see Figure 3.5.21)**.

Figure 3.5.21

6. LANGUAGE

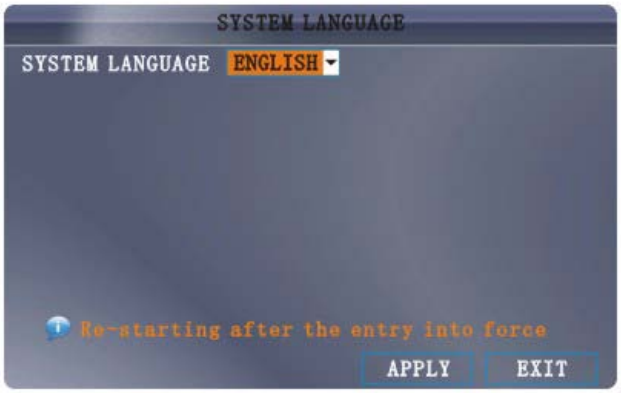


Figure 3.5.22

To change the system language (Figure 3.5.22):

1) From the drop-down menu select **ENGLISH**, or other language.
2) Click **APPLY**. Click **CLOSE** in the confirmation window.
3) Click **EXIT** to close the menu.

NOTE: The DVR will restart when you finish system language setup.

7. DATE/TIME

It is highly recommended to immediately set the date and time when first setting up your system.

Figure 3.5.23

To set the date and time (Figure 3.5.23):

1) Click **DATE/TIME** and configure the following options:
   - **DATE**: Enter the day, month, and year.
   - **DATE FORMAT**: Select **DD/MM/YYYY**, **MM/DD/YYYY**, or **YYYY/MM/DD**
   - **TIME**: Enter the time
   - **TIME FORMAT**: Use the drop-down menu and select **12 HOURS** or **24 HOURS**
   - **DST**: Use the drop-down menu to select ON/OFF to enable/disable Daylight Savings Time
   - **ZONE:** Select the correct time zone based on your current location
2) Click **MODIFY DATE AND TIME**. Click **CLOSE** in the confirmation window.
3) Click **APPLY**. The new date and time are saved.

Daylight Savings Time

To set daylight savings time:

1) Under DST, select **ON**. DST options appear.
2) Under DST MODE select one of the following:
   - **CUSTOM**: Set customized start and end times for DST (go to step 4)
   - **DEFAULT**: The Default setting will apply DST from the second Sunday of March to the second Sunday in November (go to step 3)

- If using the DEFAULT, click **APPLY**.
- If setting a CUSTOM DST, use the drop-down menus to select a week and month for the start and end times.

3) Click **APPLY**. Click **CLOSE** in the confirmation window.
4) Click **EXIT** in each menu until all windows are closed. Type date via numeric key.

8. PASSWORD

When you first startup your system, you are automatically logged in as the ADMIN under Device ID000000. The system employs two user authorities connected to a Device ID. The authorities are as follows:

- **ADMIN** (administrator): Has full control of the system, and can change both administrator and user passwords and enable/disable password checking
- **USER** (normal user): Only has access to live viewing, search, playback, and other limited authorities. For security reasons, it is highly recommended to enable passwords on your system. If you enable passwords, you must select a 6-digit ADMIN password and a 6-digit USER password.

ATTENTION: By default, passwords are disabled on the system. You will not need a password to log in or access menus. You will not need a password to access your system using the browser-based remote software.

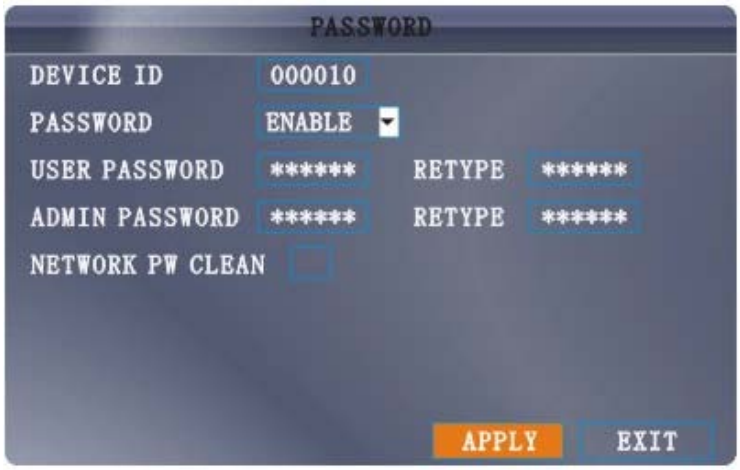


Figure 3.5.24

You can change the Device ID and password of the ADMIN and the USER from the Password menu.

To open the Password/security menu:

1) Right-click anywhere onscreen to open the Sub-Menu and select **MAIN MENU**.
2) Click **BASIC**. The Basic Setup Menu opens.
3) Click **PASSWORD**. The Password/Security menu opens.

To change your Device ID and Password:

1) Click the field beside **DEVICE ID** and enter a **6-digit numerical** Device ID using the Virtual Keyboard (mouse only). For example, change the ID to 000010.
2) Under **PASSWORD**, select **ENABLE**.
3) Click the field beside **ADMIN PASSWORD** to enter a **6-digit numerical password** using the Virtual Keyboard (mouse only). Re-enter the password in the corresponding field.
4) Click the field beside **USER PASSWORD** to enter a **6-digit numerical password** using the Virtual Keyboard (mouse only). Re-enter the password in the corresponding field.
   NOTE: The ADMIN and USER passwords must not be the same.
5) Click **APPLY** to save your changes. Click **CLOSE** in the confirmation window.
6) Click **EXIT** in each menu until all windows are closed.

9. DISPLAY

Use the Display Setup menu to customize channel titles, show/hide the date and time in live viewing and playback, and enable/disable preview channels.

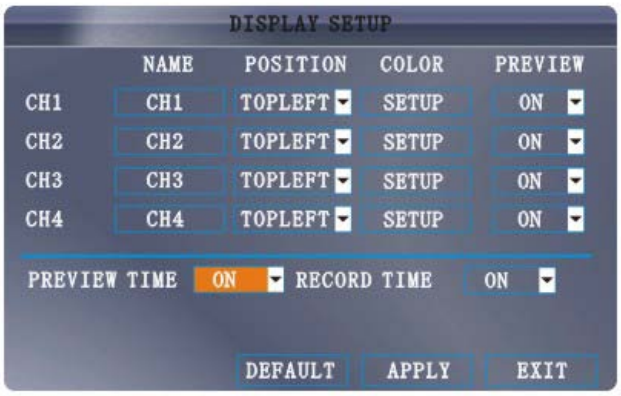


Figure 3.5.25

To customize Display settings (Figure 3.5.25):

1) Configure the following options:
   - **NAME**: Click any of the fields and enter a new title for the selected channel using the Virtual Keyboard (mouse only)
   - **POSITION**: Reposition the channel title; select **TOPLEFT**, **BOTTOMLEFT**, **TOPRIGHT**, **BOTTOMRIGHT**, or **OFF**. If OFF, the title will not be displayed for the selected channel
   - **COLOR**: Adjust **CHROMATICITY**, **LUMINOSITY**, **CONTRAST**, and **SATURATION** for the selected channel
   - **PREVIEW TIME**: Select **ON/OFF** to show/ hide the date and time during live viewing
   - **RECORD TIME**: Select **ON/OFF** to show/hide the date and time during playback.
2) Click **NEXT PAGE** to change the settings for the remaining channels (8-channel models only).
3) Click **APPLY** to save your settings. Click **CLOSE** in the confirmation window.

Preview

Preview channels can be very useful if your display monitor is in public view. Select **OFF** for preview channel and it will appear black on the display to give the impression that no cameras are connected and the system is not recording.

To enable/disable preview channels:

1) Choose a channel you wish to conceal. For example, channel 3. Under PREVIEW, select **OFF**.
2) Click **APPLY**. Channel 3 will turn black. Click **CLOSE** in the confirmation window.
3) Click **EXIT** in all menus until all windows are closed.

10 VIDEO/AUDIO

Use the Video/Audio menu to set the resolution and camera video system on the DVR.

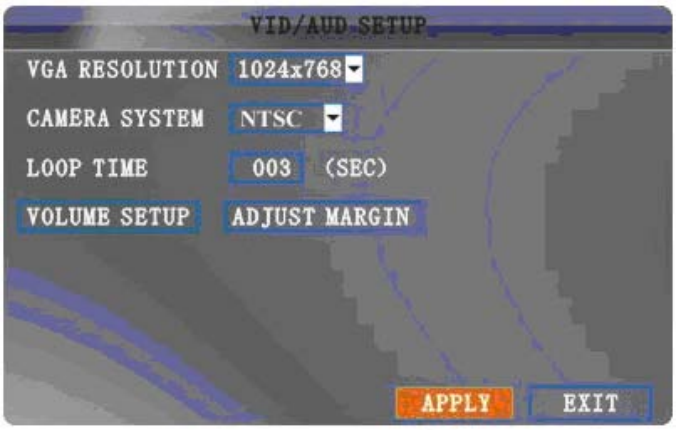


Figure 3.5.26

To configure video options (Figure 3.5.26):

1) Under VGA RESOLUTION, select 800x600 or 1024x768.
2) Under CAMERA SYSTEM, select NTSC or PAL (in the USA we use NTSC).
3) Click APPLY. Click CLOSE in the confirmation window.
4) Click EXIT in all menus until all windows are closed.

To configure audio options:

1) From the Video/Audio menu, click **VOLUME SETUP**. A split-screen display view appears.
2) Click any channel and adjust the slider to increase/decrease the volume for listen-in audio.
3) Click **X** to return to the Video/Audio menu.
4) Click **APPLY**. Click **CLOSE** in the confirmation window.
5) Click **EXIT** in all menus until all windows are closed.

11. ADVANCED

Use the Advanced Setup menu to configure alarm settings, motion detection, mobile surveillance, PTZ settings and network settings. The Advanced Setup menu contains the following sub-menus: **Alarm**, **Info**, **MD**, **Mobile**, **System**, **PTZ**, and **Network**.

Figure 3.5.27

12. ALARM

Use the Alarm menu to configure alarm and email settings.

NOTE: External alarm devices must be connected to the alarm block on the rear panel of the system in order to use the I/O (input/ output) alarms of the system.

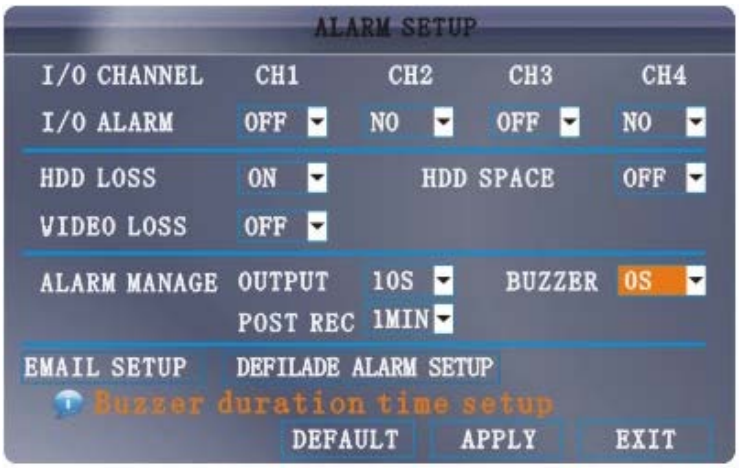


Figure 3.5.28

To configure alarm settings (Figure 3.5.28):

1) Under I/O CHANNEL, select **NO** (Normal Open), **NC** (Normal Closed), or **OFF**. Click **NEXT PAGE** to view additional channels (8-channel models only).
2) Apply loss alarms to the following:
   - **HDD LOSS**: The alarm will sound if the internal hard drive is damaged
   - **HDD SPACE**: The alarm will sound when the hard drive is full (if overwrite is disabled)
   - **VIDEO LOSS**: The alarm will sound when a camera is disconnected
3) Under ALARM MANAGE, configure the following:
   - **OUTPUT**: Set the output time (in seconds) on the spot monitor from **0s**, **10s**, **20s**, **40s**, or **60s.**
   - **BUZZER**: Set the time (in seconds) for the buzzer when an alarm is triggered—**0s**, **10s**, **20s**, **40s**, or **60s**

     NOTE: Set the buzzer to **0s** if you want to disable the alarm during motion detection
   - **POST REC**: Set the time (in seconds) for the system to record after a triggered alarm—**0s**, **10s**, **20s**, **40s**, or **60s**
4) Click **APPLY**. Click **CLOSE** in the confirmation window.

EMAIL SETUP：

The system can send an email notification with a JPEG snapshot for triggered events on the system.

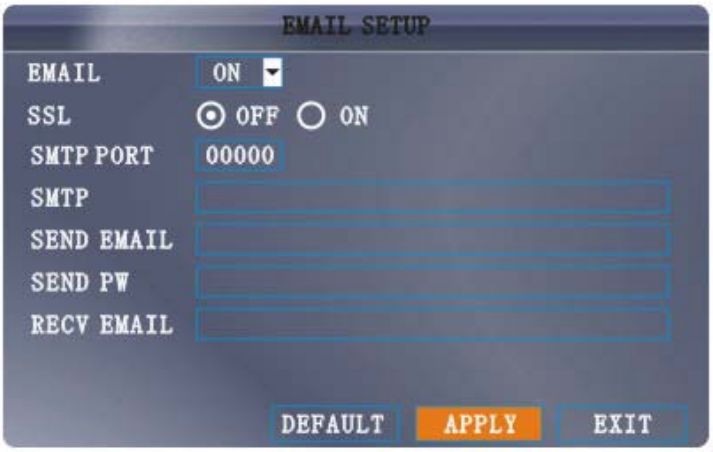


Figure 3.5.29

To setup email notification (Figure 3.5.29):

1) Under EMAIL, select **ON.**
2) Under SSL, select **OFF**.

   NOTE: SSL deals with encryption. Only advanced users should enable this option.
3) Under SMTP PORT, enter the **SMTP port** of your email server.
4) Under SMTP, enter the **SMTP** address of your email server. For example, **smtp.gmail.com**

5) Under SEND EMAIL, enter the sender email address.
6) Under SEND PW, enter the **password** of your email server.
7) Under RECV EMAIL, enter the email address that will receive the email notification.
8) Click **APPLY**. Click **CLOSE** in the confirmation window.
9) Click **EXIT** in all menus until all windows are closed.

13. SYSTEM INFO

View system information, including the firmware version, MAC address, and serial number of the system.

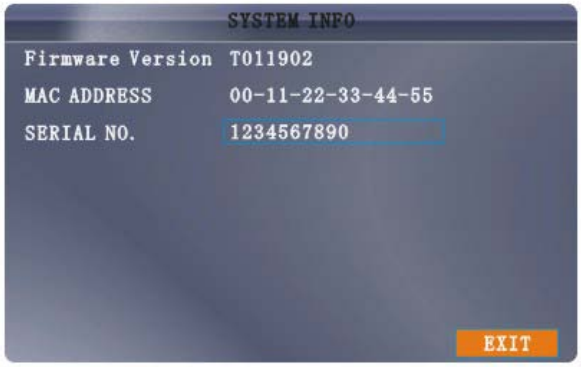


Figure 3.5.30

14. MOTION DETECT

Configure motion detection for each channel.

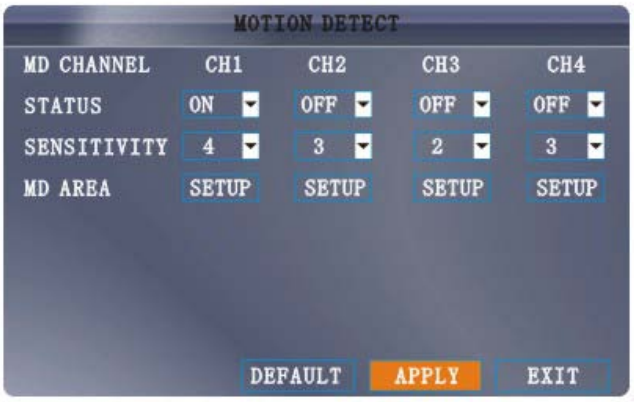

MOTION DETECT
MD CHANNEL CH1 CH2 CH3 CH4
STATUS ON OFF OFF OFF
SENSITIVITY 4 3 2 3
MD AREA SETUP SETUP SETUP SETUP
DEFAULT APPLY EXIT

Figure 3.5.31

To configure motion detection (Figure 3.5.31):

1) Under STATUS, select **ON** to enable motion detection for the desired channel. Click **NEXT PAGE** for additional channels (8-channel models only).
2) Under SENSITIVITY, select **1**, **2**, **3**, or **4**. The higher the number, the more sensitive the motion detection.

3) Under MD SETUP, click **SETUP**. The red motion grid appears over the selected channel in full screen.
4) Click the blocks in the grid to enable/disable motion detection. Red=motion detection enabled; Clear=motion detection disabled.

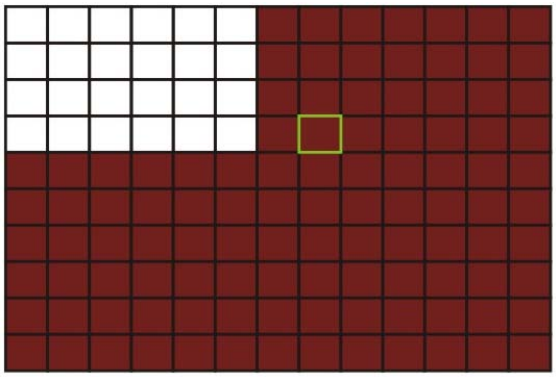


Figure 3.5.32

5) Right-click anywhere on the screen to return to the Motion Detection menu.
6) Click **APPLY**. Click **CLOSE** in the confirmation window.
7) Click **EXIT** in all menus until all windows are closed.

NOTE: You can disable the MD buzzer in the Alarm Setup menu.

15. MOBILE

NOTICE: Before you can use mobile access you need to setup the network configuration on the DVR and forward ports 80, 15962, and 9000 from the router the DVR is attached to, to the IP address of the DVR. Refer to 18 REMOTE ACCESS.

You can access your DVR from your cellular phone running Windows Mobile Pro (6.0 or later), Symbian (S60 3rd or later), Android, Blackberry (Curve 8900, Bold 9700, Tour 9630), or iPhone on 3G networks. The instructions on how to install and use the software for the different phone operating systems is on the CD included with the DVR. This CD also includes the software needed for Windows Mobile Pro, Symbian, Android, and Blackberry. To use with an iPhone you need to download the software from the iTunes app store, the instructions are included on the CD included with the DVR.

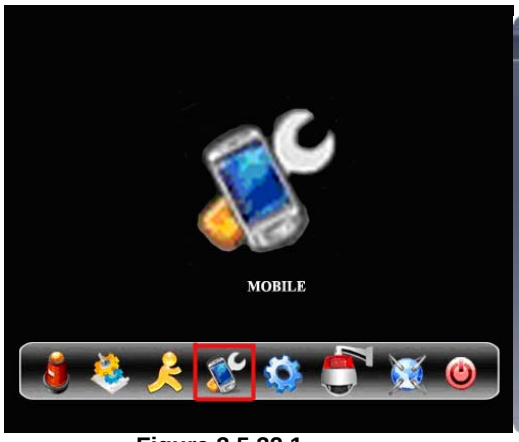


Figure 3.5.32.1

Figure 3.5.32.2

Go to MAIN menu, select ADVANCED, select MOBILE (RED square Figure 3.5.32.1) to display MOBILE setup window (Figure 3.5.32.2)

To configure mobile notification settings:

1) Under MOBILE NETWORK, select **3G**
2) Under MOBILE PORT, enter your mobile port number.
3) Click **APPLY**. Click **CLOSE** in the confirmation window.
4) Click **EXIT** in all menus until all windows are closed.

16. SYSTEM

Use the System menu to update system firmware and set an automatic system reset schedule.

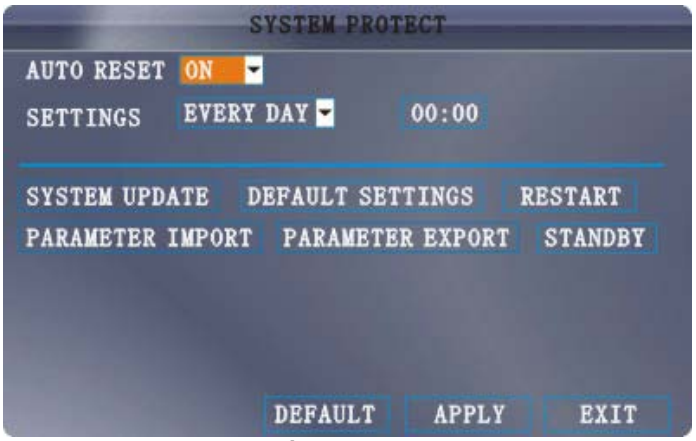


Figure 3.5.32

To enable auto-reset:

1) Under AUTO RESET, select **ON**. The Settings option appears.
2) Under SETTINGS, select **EVERY DAY**, **EVERY WEEK**, or **EVERY MONTH**. The date drop-down menu appears.
3) Select the date for auto-reset from the drop-down menu.
4) Enter the time for auto-reset using the Virtual Keyboard (mouse only).
5) Click **APPLY**. Click **CLOSE** in the confirmation window.

To restore factory settings:

1) Click **DEFAULT SETTINGS**. This will restore the system to the original factory settings.
2) Click **OK** in the prompt.

   NOTE: Recorded video on the HDD will not be erased.

To restart the machine (soft-reset):

1) Click **RESTART**.
2) Click **OK** in the prompt. The system will perform a soft-reset and load to a live split-screen view.

To upgrade firmware:

1) Copy the firmware file to an empty USB flash drive. The firmware file should not be in a folder.
2) Connect the USB flash drive to the top USB port on the front panel of your system.
3) Open the System Menu (Main Menu>Advance>**System**).
4) Click **FIRMWARE UPDATE**. The system will scan the USB flash drive and begin updating the firmware. Do not remove the USB flash drive while the upgrade is taking place.

Figure 3.5.33

5) Click **CLOSE** in the confirmation window. In the system prompt, click **OK**. The system will restart.

17. PTZ

Use the PTZ Setup menu to configure settings for a connected PTZ camera (not included).

NOTE: Consult the instruction manual of your PTZ camera for complete information about your camera, including protocol and baud rate.

Figure 3.5.34

To configure a PTZ camera (Figure 3.5.34):

1) Connect a PTZ camera to the BNC and 485A (TX, +) and 485B (RX, -) ports and power outlet.
2) Under PROTOCOL, select **PELCO-D** or **PELCO-P** for the selected channel.
3) Under BAUD RATE, select **1200**, **2400**, **4800**, or **9600**.
4) Under DATA BIT select **5**, **6**, **7**, or **8**.
5) Under STOP BIT, select **1** or **2**.
6) Under VERIFY, select **ODD**, **EVEN**, **MARK**, **SPACE**, or **NONE**.
7) Under ADDRESS, enter an address from **001~255** using the Virtual Keyboard. Refer to your PTZ camera`s instruction manual for further details.
8) Click **APPLY**. Click **CLOSE** in the confirmation window.
9) Click **EXIT** in all menus until all windows are closed.

18. REMOTE ACCESS

Accessing the DVR from a computer attached to the same router: If you are only going to access the DVR from a computer that is attached to the same router as the DVR you only need to setup the information in the NETWORK settings using either the DHCP option or assigning a static IP following the instructions below. Since you are just going from one location to another on the same network port forwarding and knowing the public IP address are not necessary. You would just access the DVR by entering the IP address of the DVR from the NETWORK setup into the Internet Explorer browser window. After you setup the NETWORK settings using DHCP or Static IP instructions skip down to the section: **To access the DVR through Internet Explorer.**

There are 4 ways you can setup the DVR to be accessed remotely; DHCP, Static IP, PPPOE, and DDNS.

DHCP: If your router is setup for DHCP, and most of them are by default, you can have the router assign an IP address to the DVR. To do this you push the MENU key on the DVR to get to the system menu (Figure 3.5.2), then select the ADVANCED option then the NETWORK option Figure 3.5.35. Push the ENTER key to display the NETWORK SETUP screen shown in Figure 3.5.36. Select DHCP from the drop down box and then select the Apply button so the router can find it and assign it an IP address. After the router has assigned the DVR an IP address it is a good idea to write down this address and then select Static from the drop down box and enter this address as a static address so it will not change if you shutdown DVR or the router. This is the IP address you will forward port 80 to on the router so you can access the DVR from remote computers.

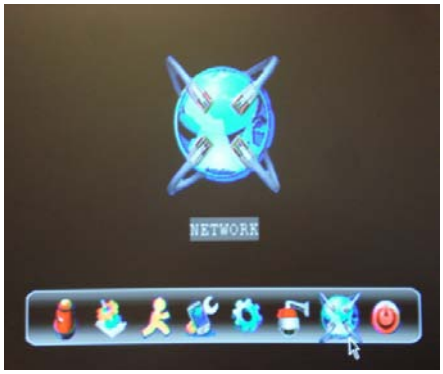


Figure 3.5.35

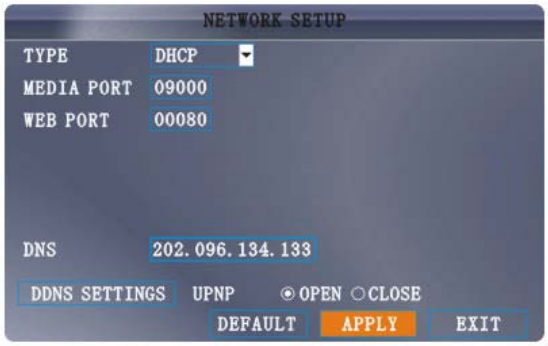


Figure 3.5.36

UPNP

UPnP Forum is an industry initiative designed to enable simple and robust connectivity among consumer electronics, intelligent appliances and mobile devices from many different vendors. As a group, we are dedicated to making the connected home and lifestyle mainstream experiences for consumers - and great opportunities for the industry.

NOTE: Your Router needs to support **UPNP** function.

To configure **UPNP** settings:

1) Enable the **UPNP** function in your Router.
2) Under DVR GUI，Open the **MAIN MENU** and click **ADVANCE**.
3) From the **Advanced Setup** menu, click **NETWORK**.
4) Under **UPNP**, select **OPEN**.
5) Click **APPLY** to save your settings and then click **OK** in the confirmation window.
6) Using a remote PC, open **Internet Explorer**.
7) In the address bar, enter your Router WAN IP address immediately followed by :WEB PORT (no spaces).
   http://XXX.XXX.XXX.XXX(Router WAN IP):XXX(WEB PORT)
8) Enter your system **ADMIN** password and select **INTERNET**.
   NOTE: If you have not enabled passwords on the system, leave the password field blank.
9) Click **LOGIN**.

Static IP

You will need to setup the network settings on the DVR to match the settings of the router that you attach the DVR to. To get the router settings you would go to the run option on a computer attached to the same router as the DVR and type cmd and hit OK to bring up a command prompt (Figure 3.5.37), then type ipconfig at the prompt (RED arrow on Figure 3.5.37) to access the router settings. Write down the gateway and subnet mask numbers (GREEN arrows on (Figure 3.5.37) so you can copy them into the network settings on the DVR (GREEN boxes on Figure 3.5.38). Push the MENU key on the DVR to get to the System menu, then the Advanced option, and then the Network option to display the NETWORK screen shown in Figure 3.5.38.

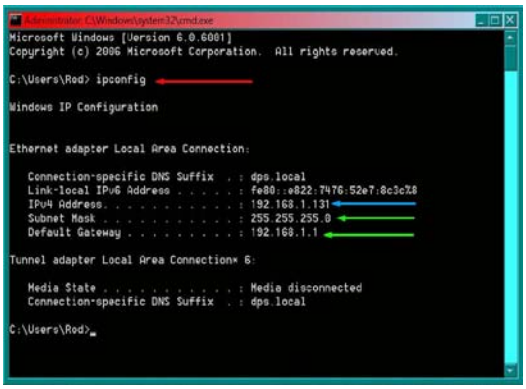

Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.
C:\Users\Rod> ipconfig
Windows IP Configuration
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : dps.local
Link-local IPv6 Address . . . . . : fe80::e822:7476:52e7:8c3c%8
IPv4 Address. . . . . : 192.168.1.131
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.1
Tunnel adapter Local Area Connection* 6:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : dps.local
C:\Users\Rod>

Figure 3.5.37

Figure 3.5.38

For the DVRs IP address you would enter the same first 3 sets of numbers as the gateway and select a fourth set of numbers that is different then any other device attached to the same router. If the IP address of your computer in the ipconfig (BLUE arrow in Figure 3.5.37) is a single or two digit number you should be ok with any three digit number, if the computer IP address ends with a number in the 100s then you should go with a 200 number (ORANGE box in Figure 3.5.38).

PPPOE: If you are going to attach the DVR directly to a DSL or Cable modem instead of a router you will need to select the PPPOE option in the NETWORK options. To do this you push the MENU key on the DVR to get to the system menu, then select the ADVANCED option and then the NETWORK option (Figure 3.5.35) and click on the NETWORK icon to display the NETWORK screen shown in Figure 3.5.39. Then select PPPOE from the drop down box (GREEN box in Figure 3.5.39) and then select the OK button. You will need to contact your internet service provider to get the User name and Password you need to enter into the spaces under the PPPOE check box.

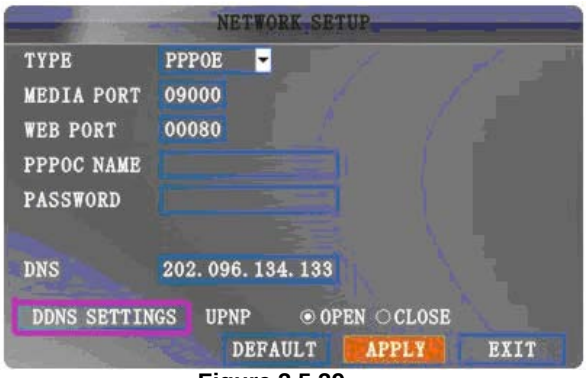


Figure 3.5.39

DDNS: You can access the DVR through a static or dynamic IP address; however a dynamic address can change from time to time. How often depends on your service provider. When it changes you need to go to a website such as www.myipaddress.com from a computer attached to the same router as the DVR to find out what the new IP address is. There are two solutions to this problem. One would be to get a static IP address from your service provider so that you do not have to be concerned with the address changing. Another solution would to use a dynamic domain name service to get a domain name that can be linked to your dynamic IP address. The DVR is setup to accept account information from myq-see.com and www.dyndns.com. To access the DVR through a dynamic domain name you push the MENU key on the DVR to get to the system menu (Figure 3.5.2), then select the ADVANCED option, then click on the NETWORK option (Figure 3.5.35) to display the NETWORK screen shown in Figure 3.5.39. Select the DDNS SETTINGS option (PURPLE box in Figure 3.5.39) and then hit the APPLY option. This will bring up a screen (Figure 3.5.40) where you can enter the domain name you registered with the domain name service and the user name and

password that they assigned you. You will then be able to access the DVR remotely by entering the domain name into a browser window on a remote computer.

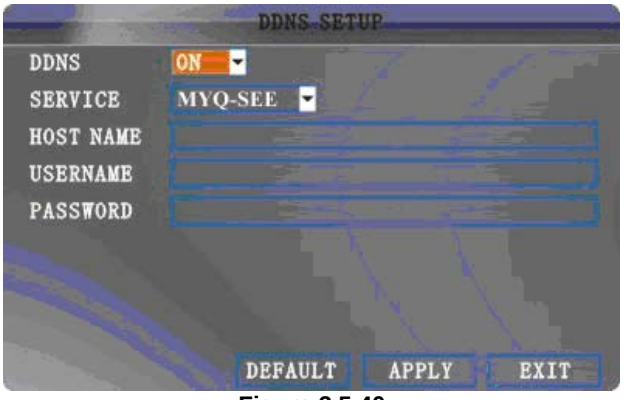


Figure 3.5.40

To configure DDNS settings:

1) From the Network Setup menu, enter **Primary or Secondary DNS** from the WAN settings of your router in the **MANUAL DNS** field (Figure 3.5.39).
2) Click **DDNS SETTINGS**.
3) Under DDNS, select **ON**.
4) Under SERVICE select dyndns or myq-see.
5) Under HOST NAME, enter **your DDNS domain**.

   For example, if your domain name is adam@dyndns.com, you need to enter adam@dyndns.com, in the text field.

6) Enter your DDNS **user name** and **password** in the respective fields.
7) Click **APPLY**. Click **CLOSE** in the confirmation window.
8) Click **EXIT**. The system will prompt you that it must restart. Click **CLOSE**.

Setting up MYQ-SEE DDNS:

Before you setup DDNS you must first set up Port Forwarding as directed in Section 18.1 PORT FORWARDING. Once you have enabled Port Forwarding, you can configure your DDNS information by following these steps:

a. Using a computer that is connected to the same network as your Q-See DVR, use your IE Browser to go to http://myq-see.com.
b. Click on the New User? Link at the bottom of your page (http://myq-see.com/reg.asp).
c. Complete the registration process by following the on-screen directions and click the [Submit] button at the bottom of your screen (Figure 3.5.41).

Figure 3.5.41

d. The next screen will ask you to create a domain name. Domain names must start with an (a-z) or (0-9) and cannot contain a hyphen. Once you choose your domain name, click on the [Request Domain] button. This will generate a confirmation screen which tells you if your Domain name is available and list an IP address (Figure 3.5.42). Verify that this is your current IP Address by going to www.myipaddress.com and checking that it is the same address listed in your confirmation screen (Figure 3.5.42).

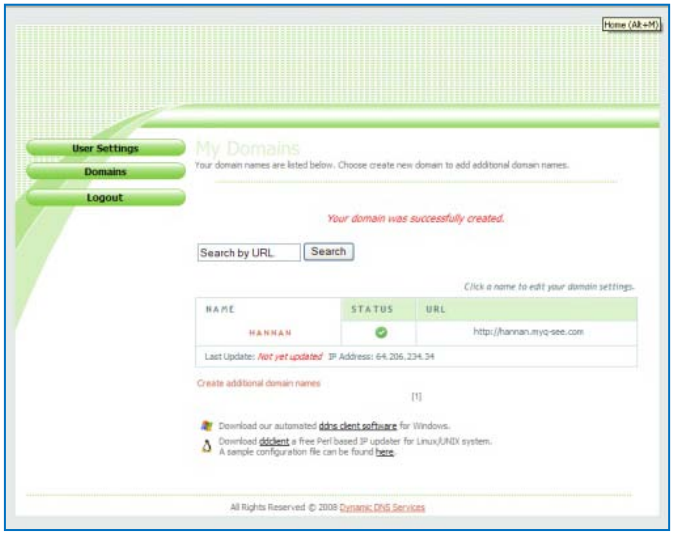

Home (Alt+M)
User Settings
Domains
Logout
My Domains
Your domain names are listed below. Choose create new domain to add additional domain names.
Your domain was successfully created.
Search by URL
Search
Click a name to edit your domain settings.
NAME
STATUS
URL
HANNAN
http://hannan.myq-see.com
Last Update: Not yet updated IP Address: 64.206.234.34
Create additional domain names
[1]
Download our automated ddns client software for Windows.
Download ddclient a Free Perl based IP updater for Linux/UNIX system.
A sample configuration file can be found here.
All Rights Reserved © 2008 Dynamic DNS Services

Figure 3.5.42

e. Once you have completed steps a-d, go to the DVR and go to Advanced→ Network (Figure 3.5.43).

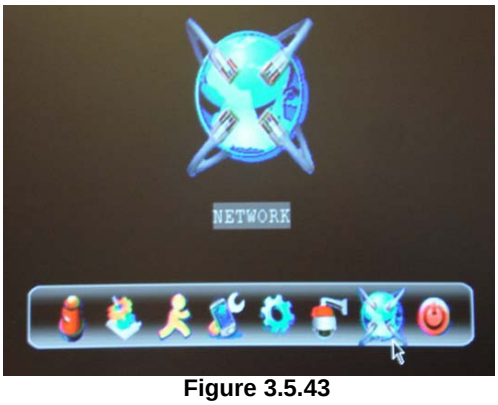


Figure 3.5.43

f. Clicking on Network will generate a Network settings dialog box as illustrated in Figure3.5.44. Checking the [DDNS] box (RED box in Figure 3.5.44) will display a DDNS setting dialog box as illustrated in Figure 3.5.45.

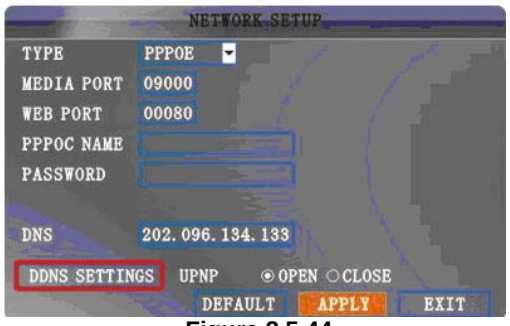


Figure 3.5.44

g. Enter the User Name, Password and Domain Name that you registered for through http://myq-see.com. Click the [APPLY] button at the bottom of the screen and then the [EXIT] button. This should return you to the Network Setup menu.

h. Click the [APPLY] button and then the [EXIT] button at the bottom of the Network Setup Screen and your DDNS setup is complete.

Figure 3.5.45

- DDNS: Select the ON option from the drop down menu.
- Service: Select myq-see from the drop down menu.
- Host Name: Enter the account name you setup on the myq-see site.
- Username: The email address you entered on the myq-see site.
- Password: Enter the password you setup on the myq-see site.

18.1 PORT FORWARDING

To access the DVR from a remote computer over the internet you would then need to forward port 80 on the router the DVR is attached to, to the IP address of the DVR. You can get instructions on how to do this for most popular routers by going to the www.portforward.com website. On this website click on the orange “Routers” link in the second paragraph (RED box in Figure 3.5.46), which will open a list of router manufactures, then find the brand and model of your router on the list and click on the link. On the next page that opens click on the orange “Default Guide” link (BLUE box in Figure 3.5.47), this will take you to the port forwarding instructions for your router.

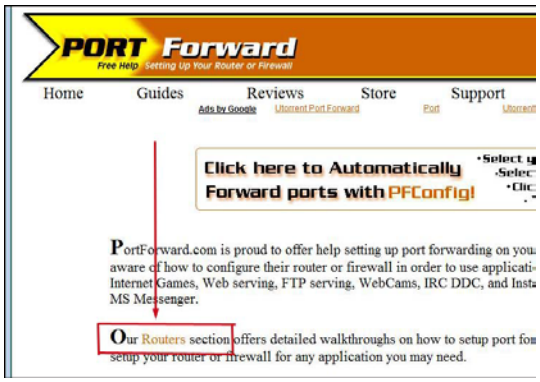

PORT Forward
Free Help Setting Up Your Router or Firewall
Home
Guides
Reviews
Store
Support
Click here to Automatically
Forward ports with PFConfig!
PortForward.com is proud to offer help setting up port forwarding on you
aware of how to configure their router or firewall in order to use applicati
Internet Games, Web serving, FTP serving, WebCams, IRC DDC, and Insta
MS Messenger.
Our Routers section offers detailed walkthroughs on how to setup port for
setup your router or firewall for any application you may need.

Figure 3.5.46

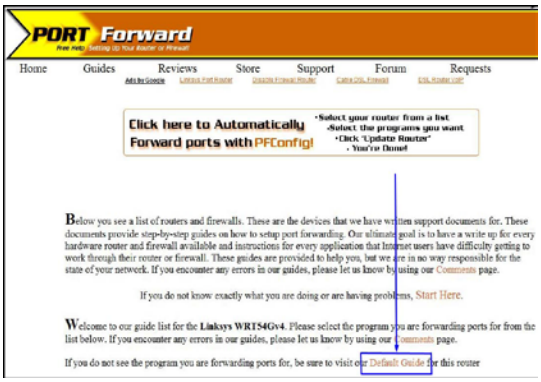

PORT Forward
Home
Guides
Reviews
Store
Support
Forum
Requests
Click here to Automatically
Forward ports with PFConfig!
Below you see a list of routers and firewalls. These are the devices that we have written support documents for. These
documents provide step-by-step guides on how to setup port forwarding. Our ultimate goal is to have a write up for every
hardware router and firewall available and instructions for every application that Internet users have difficulty getting to
work through their router or firewall. These guides are provided to help you, but we are in no way responsible for the
state of your network. If you encounter any errors in our guides, please let us know by using our Comments page.
If you do not know exactly what you are doing or are having problems, Start Here.
Welcome to our guide list for the Linksys WRT54Gv4. Please select the program you are forwarding ports for from the
list below. If you encounter any errors in our guides, please let us know by using our Comments page.
If you do not see the program you are forwarding ports for, be sure to visit our Default Guide for this router

Figure 3.5.47

When you access the DVR from a remote computer you also need to use a different address in the Internet Explorer browser window. Instead of entering the IP address of the DVR you need to enter the public IP address of the router the DVR is attached to. You can get this address by going to www.myipaddress.com from a computer that is attached to the same router as the DVR. This website will display the box in Figure 3.5.48 below that shows the IP address you need to use. It will be in the space where the below example shows 76.254.183.54.

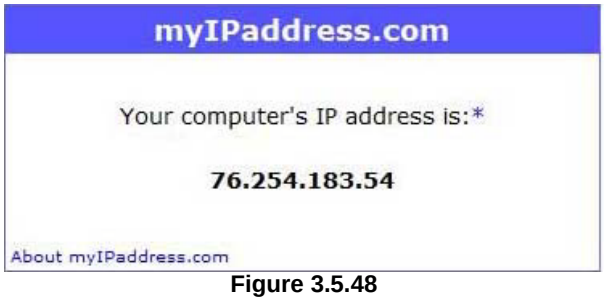


Figure 3.5.48

To access the DVR through Internet Explorer: once you have setup the network settings on the DVR to match the settings of your router and forwarded the ports 80 and 9000 you need to modify your browser controls. You need to allow Pop-ups. To do so go to the Internet Explorer tool bar and select the "tools" option (RED box in Figure 3.5.49), then select the "Pop up Blocker" option and select "Turn Off Pop-up Blocker" (BLUE arrows in Figure 3.5.49). You will also need to enable Active X controls. To do so go to the Internet Explorer tool bar and select the "tools" option, then "Internet Options"(GREEN arrow in Figure 3.5.49), In the window that opens (Figure 3.5.50) Go to "Security" (RED box in Figure 3.5.50), then click the "Custom Level" button (GREEN box in Figure 3.5.50), then click on OK (BLUE arrow in Figure 3.5.50). This will open the page shown in Figure 3.5.51. On this page scroll down to the ActiveX Controls and Plug Ins and make sure they are all set to either prompt (RED arrows) or enabled (BLUE arrows).

Figure 3.5.49

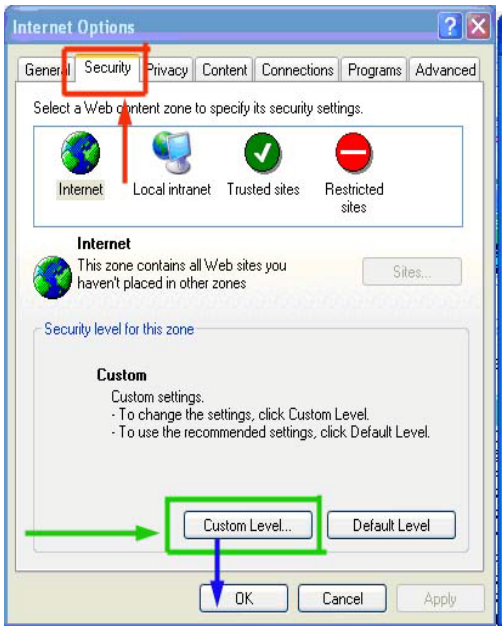


Figure 3.5.50

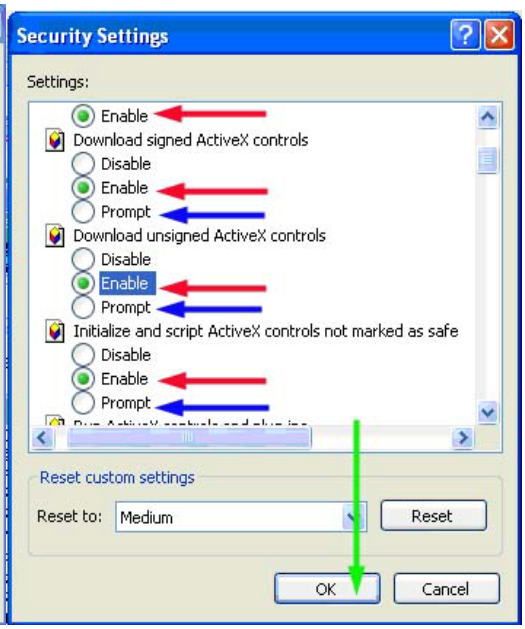


Figure 3.5.51

To connect to the DVR from the remote computer you would then open an Internet Explorer browser window and enter the internet IP of your router that you got by going to www.myipaddress.com.

NOTICE: If you cannot use HTTP port 80 because it is being used by another program, or it is being blocked by your service provider, you can use another port in the same range. If you do so then you need to forward the IP address of the router to the other port, change the port in the DVR NETWORK settings and you need to add the port number after the IP address. For example, if you set the HTTP port as 82, you need to enter the IP address as 192.168.0.25:82.

If you get a error message that says the program cannot load because the publisher is unknown or the program is unsigned, go to internet explorer, tools, internet options, then go to the "Advanced" tab (RED box in Figure 3.5.52), this will open the window in Figure 3.5.53, scroll down to "Security", and select the options to "Allow software to run or install even if the signature is invalid", and "Allow Active Content to Run Files on My Computer" (RED box in Figure 3.5.53)

Figure 3.5.52

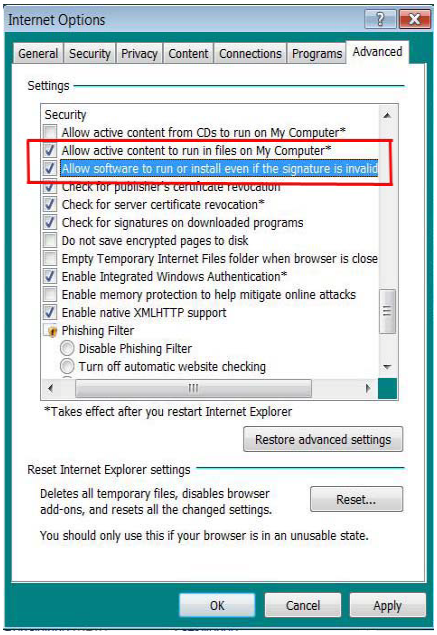

Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Security
Allow active content from CDs to run on My Computer*
Allow active content to run in files on My Computer*
Allow software to run or install even if the signature is invalid
Check for server certificate revocation*
Check for signatures on downloaded programs
Do not save encrypted pages to disk
Empty Temporary Internet Files folder when browser is close
Enable Integrated Windows Authentication*
Enable memory protection to help mitigate online attacks
Enable native XMLHTTP support
Phishing Filter
Disable Phishing Filter
Turn off automatic website checking
*Takes effect after you restart Internet Explorer
Restore advanced settings
Reset Internet Explorer settings
Deletes all temporary files, disables browser add-ons, and resets all the changed settings.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

Figure 3.5.53

NOTICE: If you still have problems connecting remotely: *Anti-virus programs could also block the ActiveX control, if you still have a problem try closing them. Other plug-ins could also block it. Close firewalls in Windows and in the router if applicable.*

If you have a router plugged into another router, for example, if you have the DVR attached to a router which is attached to DSL or Cable router, you may need to forward port 80 (or whatever port you are using) on the DSL or Cable router to the IP address of the router that the DVR is attached to, so that router can then forward the port to the DVR. Please refer to the PORT FORWARDING section above on how to get instructions on how to forward the port on the other router.

4. REMOTE SURVEILLANCE SOFTWARE

4.1 FEATURES

The system features a built-in browser-based software that allows you to access your system remotely over your local area network (LAN) or over the Internet using Internet Explorer®.

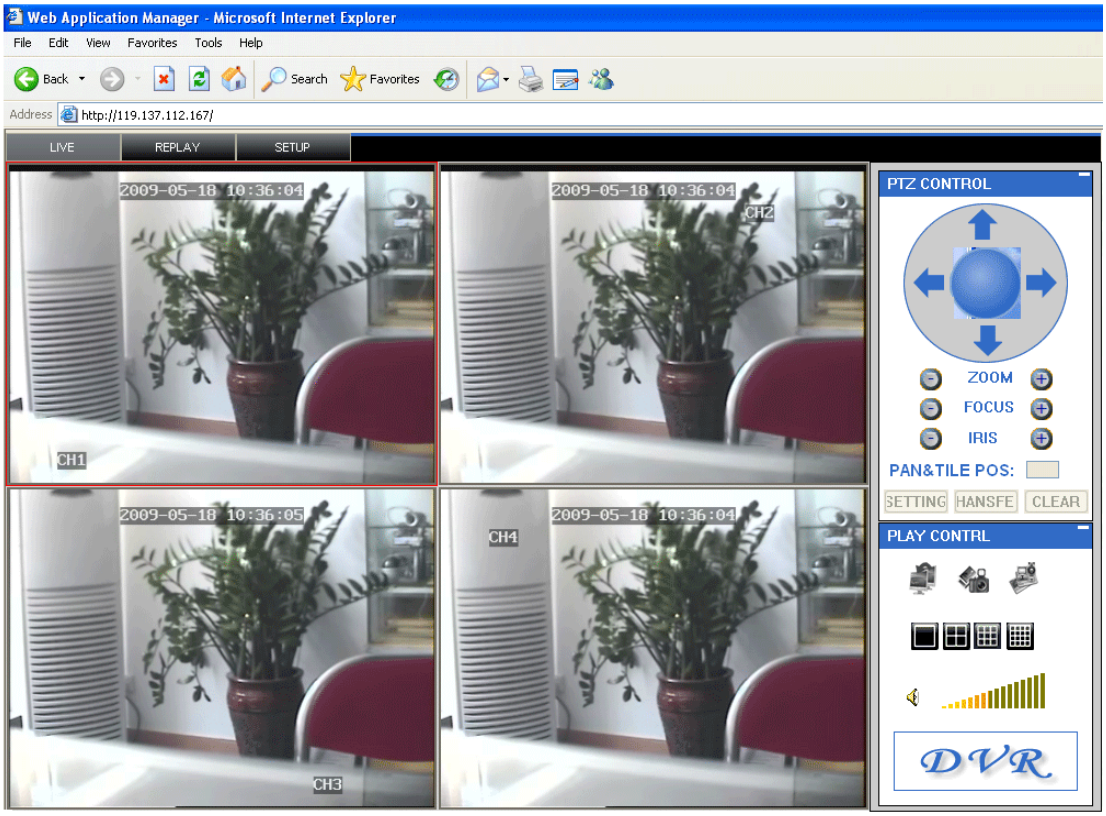


Figure 4.1.0

Install the software through the IE browser of Windows and you can operate the network remotely. DVR supports access over LAN and WAN, also supports IP and domain name access.

SOFTWARE SUPPORT :

The DVR supports access from systems running Windows XP, Windows Vista , and Windows 7 operation systems, and Internet Explorer versions 6.0, 7.0, 8.0.

4.2 REMOTE SURVEILLANCE MAIN SCREEN

Select **LAN** or **INTERNET** from the drop-down menu and click **LOGIN**. The process will last for 1~2 minutes.

Figure 4.2.0

Figure 4.2.1 Remote access login screen

After logging in, the Remote Surveillance main screen will appear in your browser.

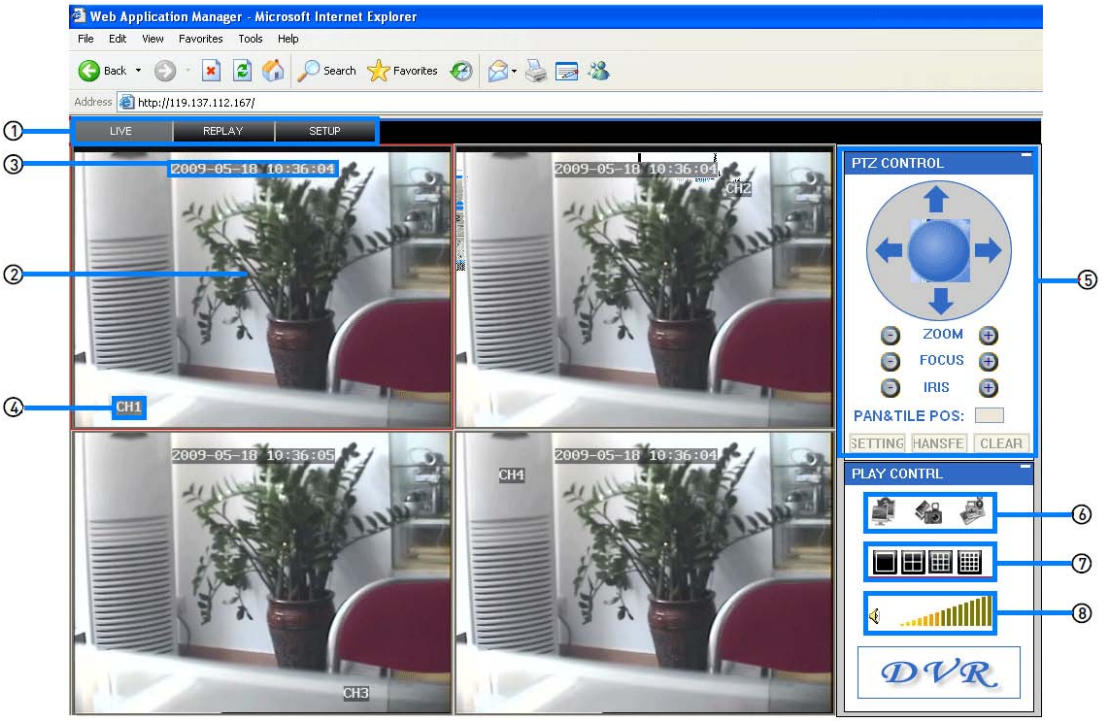


Figure 4.2.1

1) **Modes**: Click LIVE, REPLAY (playback), and SETUP.

2) **Main Screen**: Main display screen for live viewing and playback.

3) **Time Stamp**: Time stamp appears on each channel.

4) **Channel**: Channel number appears in the top left corner.

5) **PTZ Control**: PTZ control for any connected PTZ cameras (not included).

6) **Functions**: Click the icons to show/hide channels, take screen captures, and record.

7) **Display Modes**: Click the icons to view channels in single-channel full-screen, quad, and split-screen configurations.

8) **Volume/Mute**: Select a channel (outlined in red) and then click the bars to increase/decrease volume; click the icon to mute/un-mute volume.*

*Audio capable cameras or powered microphones (not included) required for audio listening and recording.

4.3 LIVE VIEWING

By default, remote surveillance opens in Live Viewing mode (split-screen).

To use Live Viewing:

1) Click **LIVE** at the top of the main screen.

2) Click the display mode icons to view the main screen in **single-channel**, **quad**, or **split-screen** configurations. You can also double-click a channel at any time to view it in single-channel.

3) Click to show or hide all the channel windows.

4) Click to start/stop manual recording to your PC on ALL channels. For more details see RECORDING.

5) Select a channel (outlined in red) and then click the audio bars to increase or decrease listening volume. Click the icon to mute/unmute.

NOTE: The Talk function is not supported.

*Audio capable camera or powered microphone (not included) is required for listening to audio.

4.3.1 RECORDING

You can record video directly to your PC using the remote surveillance software.

To record video to your PC:

From Live viewing, click to start/stop manual recording to your PC on ALL channels

NOTE: You will record video to your PC regardless of the recording mode on the system itself. By default, recorded files are saved in C:\DVR\[ip_address]\Record.

4.3.2 SUB-MENU

Right-click any channel to open the sub-menu.

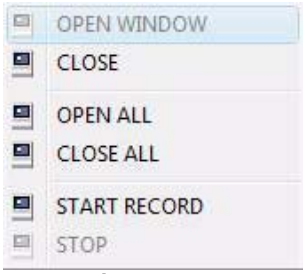


Figure 4.3.1

4.3.3 PTZ CONTROL

You must have a PTZ camera (not included) connected to the system in order to use the PTZ controls.

Figure 4.3.2

To control a PTZ camera:

1) Select the channel of the connected PTZ camera(s).
2) Click the **navigation arrows** to pan and tilt the camera. 3. Click **+ /-** to control zoom, focus, and iris.
3) Enter presets.
4) Click **SETTING**, **HAND**, and **CLEAR** to further control presets.

4.3.4 SCREEN CAPTURES

Use the remote surveillance software to take a snapshot of the channels on the main display screen. Screen Captures can be useful for your own records, or may be needed by authorities in case of a security incident.

To take a screen capture:

1) From Live Viewing, select the channel you want to capture. The selected channel will be highlighted in a red frame.
2) Click .
3) Click **OK** in the confirmation window. Screen captures are saved as BMP files to the default save location (C:\DVR\...).

4.3.5 PLAYBACK

Use the Replay menu to search and playback recorded video on your system.

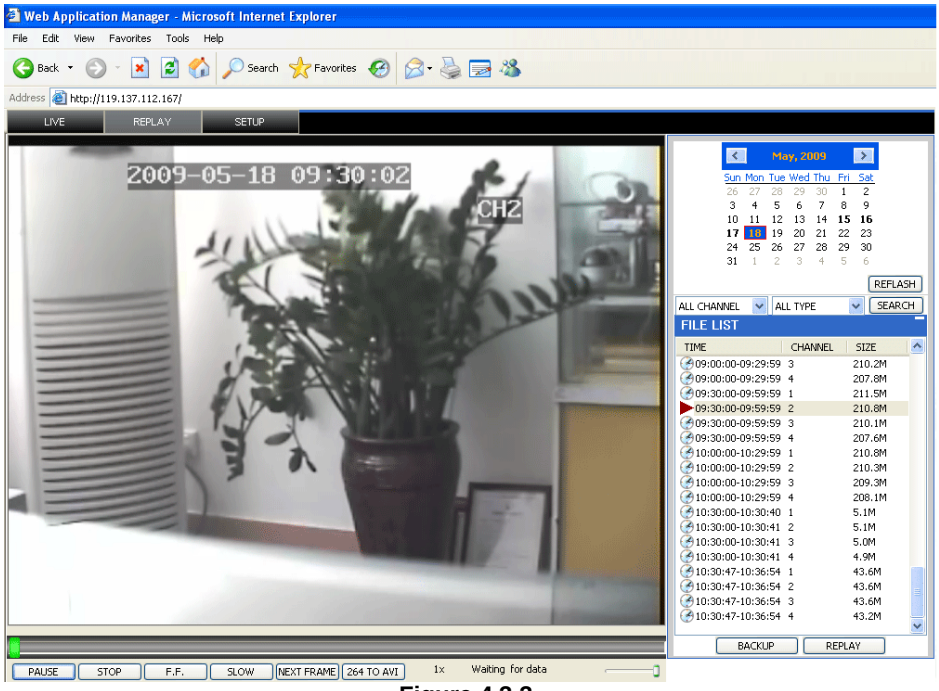


Figure 4.3.3

To use the replay menu:

1) Click **REPLAY** at the top of the main screen. The main screen will be grey.
2) Click **REFRESH** below the calendar to view the recorded files for the current month.

   NOTE: Normal recording is indicated by a clock icon; alarm recording (alarm, loss, and motion events) are indicated by an exclamation mark icon.
3) Double-click a file from the File List to playback the file in the main screen. The icon in the file list changes to "▶".Control playback using the buttons at the bottom of the main screen.

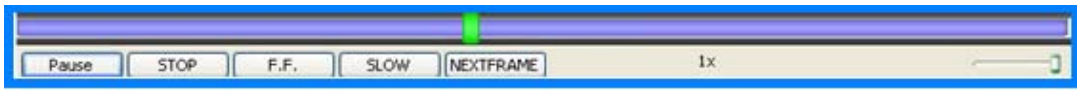


Figure 4.3.4

The purple bar indicates the download progress. The green marker indicates playback progress. You can click and drag the playback marker (will turn from green to orange) to advance or rewind playback as needed.

Pause	Switch between pause/play
STOP	Stop play
F.F.	Fast play
SLOW	Slow play
NEXTFRAME	Pause at next frame

SEARCH

Use the calendar and drop-down menus to search for recorded video on your system.

1) Click **< >** to change the month on the calendar. Dates with recorded video data will appear in **bold**.
2) Click the date. Recorded video files will populate the File List.
3) From the Channel drop-down menu, select a **specific channel** or select **ALL CHANNEL** and then click **SEARCH**.
4) From the Type drop-down menu, select **COMMON** (normal recording), **ALARM**, or **ALL TYPE** and then click **SEARCH**.
5) Double-click the file from the File List to playback the file in the main screen.

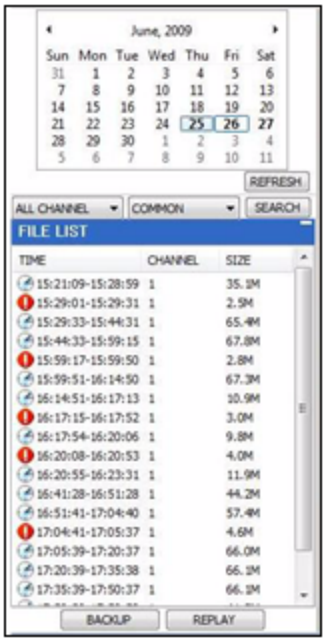


Figure 4.3.5

REMOTE BACKUP

You can backup recorded video files from your system to your PC using the Replay menu in the remote surveillance software.

To backup files remotely:

1) Click **REPLAY** at the top of the main screen.

2) Select a date(s) on the calendar and click **REFRESH**.

3) Double-click a file from the File List to begin playback.

4) Click **BACKUP**. Backup begins to C:/DVR/[ip_address]/Backup

NOTE: If you playback a file, you must wait for the file to load before backing it up otherwise you may receive an error message

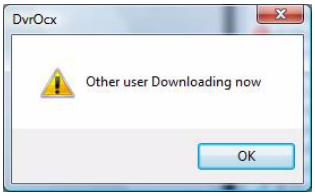


Figure 4.3.6

When file backup is complete, click **OK** in the confirmation window. The confirmation window will show the save path of the backup file.

NOTE: Backup files are saved as .264 files.

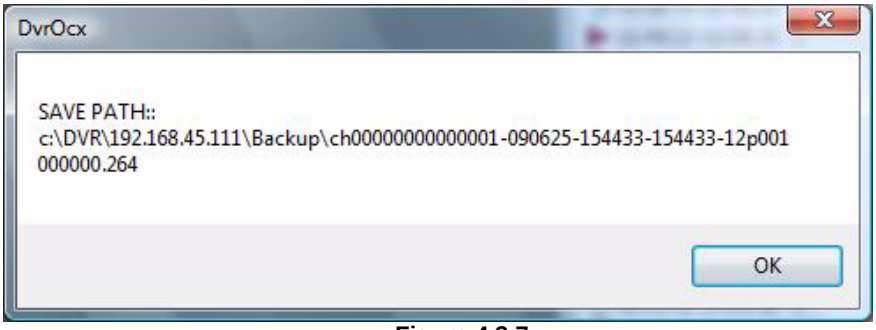


Figure 4.3.7

NOTE: Use the Player Software included on the software CD to playback backed up video files.

4.3.6 REMOTE SETUP

Use the Setup tab to configure the settings of your system from a remote location.
NOTE: If the Main Menu is open on the system, you will not be able to make changes to the system from the remote location.
To open remote setup:
Click **SETUP** at the top of the main screen. The Remote Setup menu features the following tabbed options:

- **RECORD**
- **ALARM**
- **PTZ**
- **NETWORK**
- **SETTING**
- **HOST INFO**

Click

to enter into setup interface, this interface include record, alarm, PTZ, network, setting and system information six menus.

4.3.6.1 RECORD

Click

to enter into setup interface; the parameter settings are the same as on the DVR.

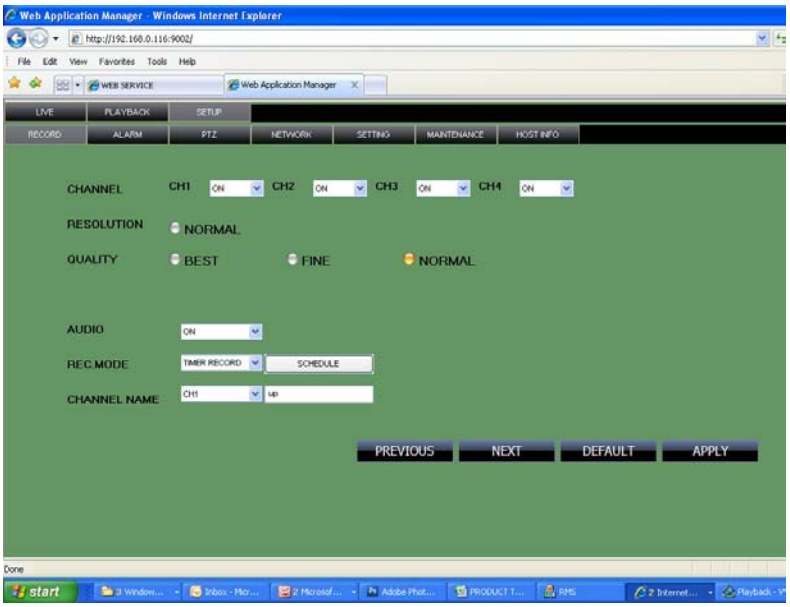


Figure 4.3.8

4.3.6.2 ALARM SETTING

Click “ALARM” to enter into setup interface; the parameter settings are the same as on the DVR.

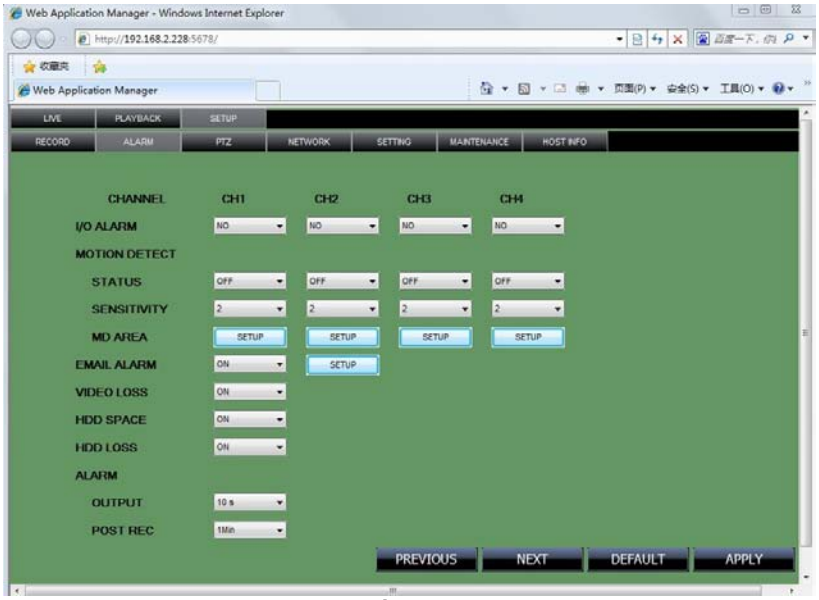


Figure 4.3.9

4.3.6.3 PTZ

Click

to access setup interface; the parameter settings are the same as on the DVR.

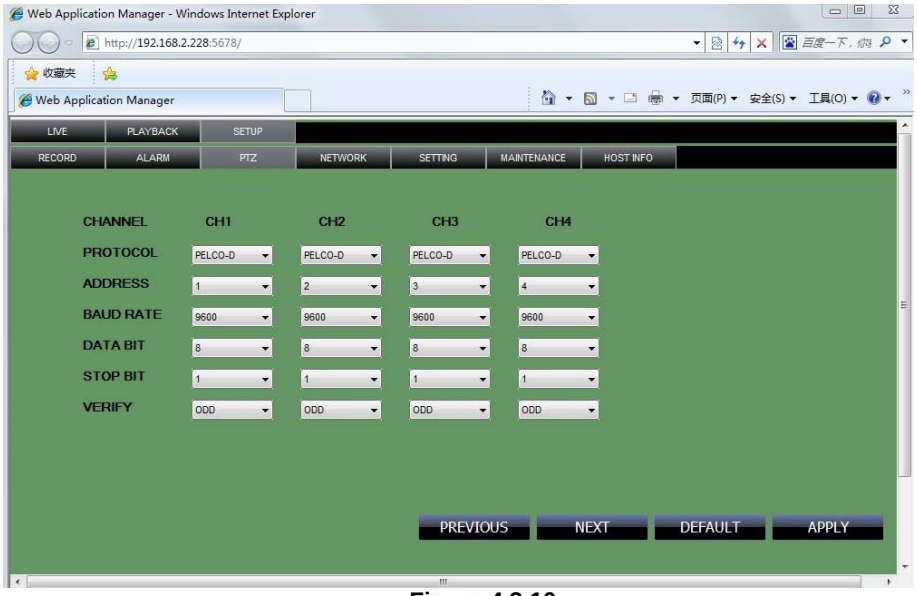


Figure 4.3.10

4.3.6.4 NETWORK

Click

to access setup interface; the parameter settings are the same as on the DVR.

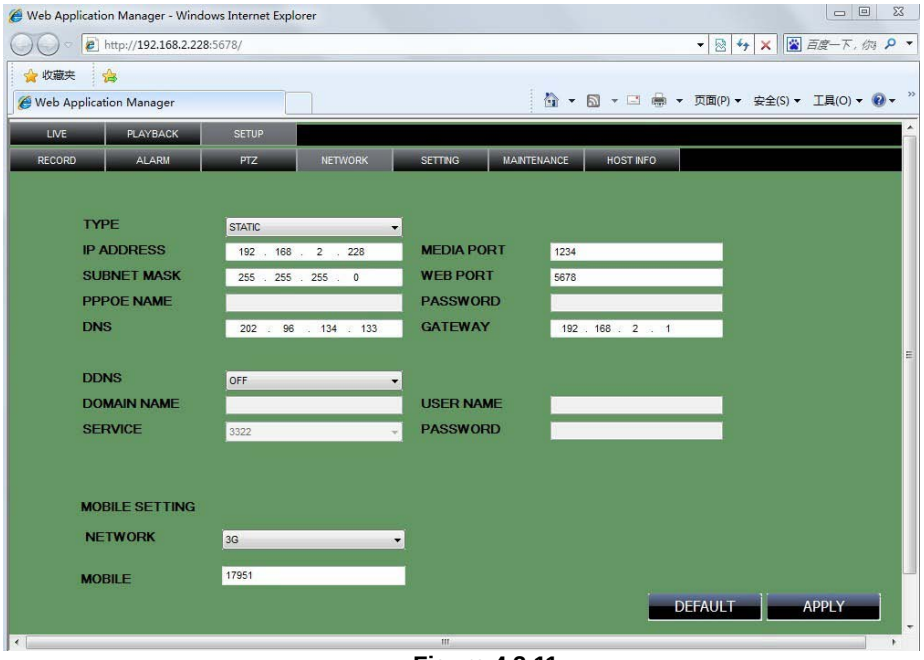


Figure 4.3.11

4.3.6.5 SETTING

Click

to access setup interface; the parameter settings are the same as on the DVR.

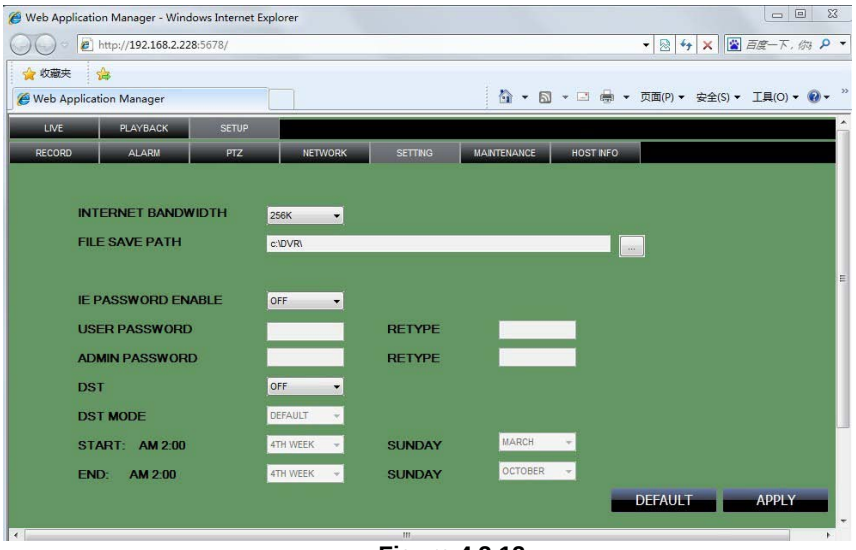
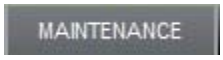


Figure 4.3.12

BANDWIDTH: Set the bandwidth in kbps (128k, 192k, 256k, 384k, 512k, 1024k) that you want to allocate for traffic depending on the available internet bandwidth. This bandwidth does not include audio.
FILE SAVE PATH: The save path of captured picture and recording video. IE login password and DST settings you can set as DVR setting.

4.3.6.6 MAINTENANCE

Click 

to access maintenance interface; you can reboot DVR or remotely upgrade firmware.

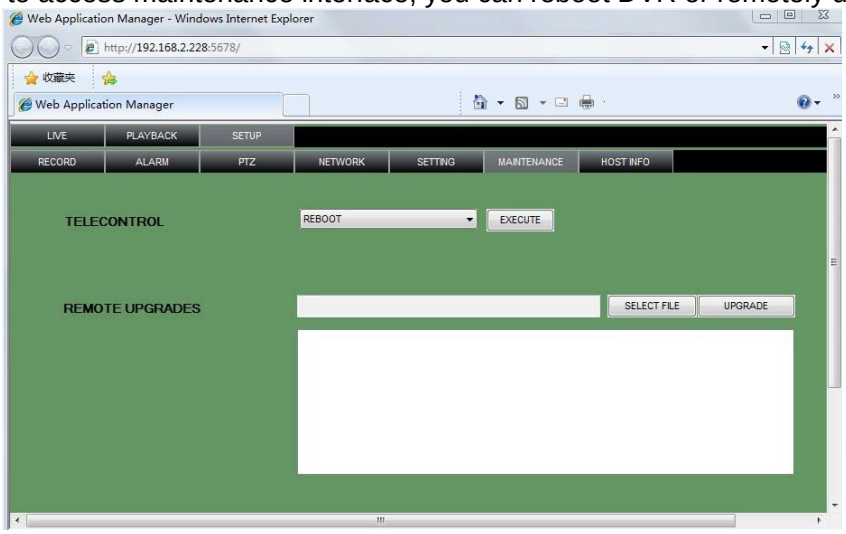


Figure 4.3.13

4.3.6.7 HOST INFO

Click

to access system information interface (see Figure 4.3.14). This interface includes hard drive status, remaining recording time, firmware version and MAC Address. All the information is fixed, it cannot be changed.

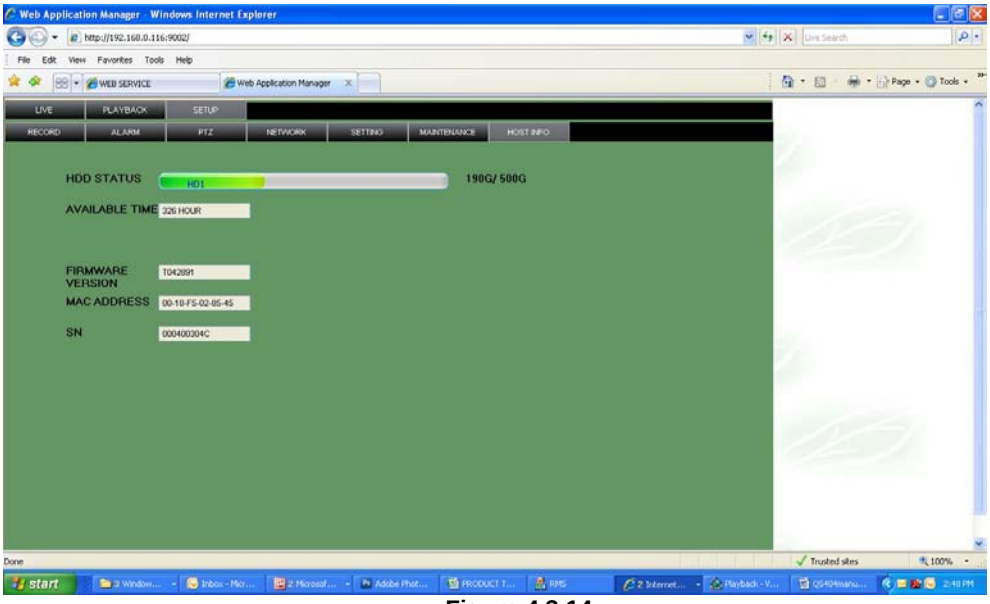


Figure 4.3.14

5. PRODUCT SPECIFICATIONS

ITEM	DEVICE PARAMETER	SPECIFICATION
SYSTEM	**LANGUAGE**	ENGLISH/ CHINESE
	GUI	GRAPHIC MENU (OSD MENU)
	PASSWORD	ADMINISTRATOR PASSWORD, USER PASSWORD
VIDEO	**VIDEO IN**	4 CH COMPOSITE VIDEO INPUT 1.0VP-，IMPEDANCE75Ω，BNC
	VIDEO OUT	1 CH COMPOSITE VIDEO OUTPUT，BNC
	VIDEO DISPLAY	1-4 CHANNEL SWITCH, QUAD DISPLAY
	VIDEO STANDARD	PAL，25F/S，CCIR625LINE，50SCENE NTSC，30F/S，CCIR525LINE，60SCENE
AUDIO	**AUDIO INPUT**	4 CH AUDIO INPUT，IMPEDANCE600Ω，RCA
	AUDIO OUTPUT	1 CH AUDIO OUTPUT，IMPEDANCE600Ω，RCA
	BASIC ELECTRICITY OUTPUT	LINEARITY ELECTRICITY
	RECORD STYLE	AUDIO VIDEO RECORDED SIMULTANEOUSLY
	AUDIO COMPRESSION	ADPCM
PICTURE PROCESSING AND STORAGE	**PICTURE COMPRESSION**	H.264
	PICTURE RESOLUTION	CIF/HD1/D1 (30FPS, 15FPS, 7FPS PER CAM)
	STREAMING STYLE	ISO14496-10
	AUDIO STYLE	ADPCM
	VIDEO CODE RATE	CIF: 384~768 KBPS (NORMAL) HD1:512~1024KBPS (HIGH) D1:512~1024KBPS (HIGHEST)
	AUDIO CODE RATE	32KB/S
	DATA STORAGE	SATA HDD UP TO 1TB (OPTIONAL)
CONNECTOR	**NETWORK INTERFACE**	RJ45，10M/100M

ITEM	DEVICE PARAMETER	SPECIFICATION
ALARM	**ALARM INPUT**	4 ALARM INPUT
CONNECTOR	**ALARM OUTPUT**	1 ALARM OUTPUT
	SERIAL INTERFACE	SUPPORT 1 RS232
	SERIAL INTERFACE	SUPPORT 1 RS485
	NETWORK INTERFACE	RJ45，10M/100M
SOFTWARE UPGRADE	**SUPPORTS USB FIRMWARE UPGRADE**	
OTHERS	**VOLTAGE INPUT**	AC:110~240V
	VOLTAGE OUTPUT	DC: 19V@3.42
	POWER CONSUMPTION	6W WITHOUT HDD
	WORKING TEMPERATURE	50 TO 122°F (-10 TO 50℃)

BASIC WORKING PARAMETERS

ITEM	PARAMETER	DESCRIPTION
VOLTAGE INPUT	19V	DC 19V
VOLTAGE OUTPUT FOR CAMERA	12V (+/--0.2)	4 CHANNEL: 12V@2A
VIDEO IMPEDANCE INPUT	75Ω	75Ω EACH CHANNEL
VIDEO OUTPUT	1V P-P	1V P-P CVBS SIGNAL
SATA HDD	ONE SATA	UP TO 1TB WITH MAINSTREAM CAPABILITY
BACKUP	USB 2.0	FLASH DRIVE HARD DRIVE (FAT32)
WORKING TEMPERATURE	50 TO 122°F (-10 TO 50°C)	UNDER NORMAL CONDITIONS

6. FREQUENTLY ASKED QUESTIONS

If your problem is not listed below, please call our toll-free number, 877-998-3440 X 539 for more support.

1. **Question: Why is the DVR not working after starting ?**

   Answer:
   - Check the power adaptor input
   - Check the power on-off
   - Check the main board of the DVR

2. **Question: Why is the DVR rebooting automatically or stopping for several minutes after starting?**

   Answer:
   - Instability or low input voltage
   - Bad track on hard drive or the hard drive is bad
   - Power supply is not producing enough power
   - The front-end video signal is not stable
   - High temperature, too much dust, bad DVR operating environment
   - There is a problem with the connector on the main board
   - The main board of the DVR is defective

3. **Question: Why is there no video output on single channel, multi channel or all channels?**

   Answer:
   - Please check the camera cable connection to verify it is well-connected
   - Please check the cable connection video on the back panel of DVR
   - Please connect the camera directly to a TV to see if you get picture
   - Check the brightness of the picture and bring it back to its original default setting
   - The main board of the DVR is defective

4. **Question: DVR cannot record after startup and the interface is showing "H", why?**

   Answer:
   - Make sure power adaptor is DC 19V
   - Make sure hard drive is formatted
   - Check the power and data connection cables of the hard drive
   - The hard drive is defective
   - The SATA port is not working

5. **Question: What is the meaning of"R"M"I"H" showing on the screen?**

   Answer:
   - "R"means the channel is recording
   - "M" means the channel is on motion detection
   - "I"means the channel is on alarm
   - "H" means there is either no HDD. the HDD is bad or the HDD is full

6. **Question: DVR is having problems with real-time images, such as bad image color or serious brightness distortion, why?**
   Answer:
   - If PAL and NTSC is not correctly selected on the BNC output, the images will be in black and white
   - DVR is not compatible with monitor
   - The video transmission distance is too far
   - The DVR color, brightness, etc. settings need to be adjusted

7. **Question: Why don't I have audio when monitoring?**
   Answer:
   - Check sound box or speaker functions. Also check for possible short circuit.
   - Audio source may be connected to the video channel. You can click to full-screen to check.
   - The main board of the DVR is defective

8. **Question: Why don't I have audio when playing back?**
   Answer:
   - Setting problem: open audio-video item
   - Check the audio to see if it is closed in playback interface

9. **Question: Why is my System time not correct?**
   Answer:
   - Wrong setting or user did not click "Edit" to confirm
   - Battery is not connected properly
   - Battery is dead and needs to be changed

10. **Question: Why does the "Stop recording" by the right mouse button not work?**
    Answer:
    - The "Stop recording" by the right mouse button is only suitable for Manual recording. It can't stop recording when recording on a set schedule or on motion recording

11. **Question: Why is Motion detection not working?**
    Answer:
    - The settings in the motion detection area is not correct
    - Sensitivity is too low

12. **Question: Why is the USB device giving me a backup error?**
    Answer:
    - The data exceeds the capacity of backup device
    - The backup device is incompatible
    - The backup device is damaged

13. **Question: Why does the Remote Control not work?**

Answer:

- The address of remote control is not correct
- The distance of remote control is too far or the angle is too wide
- Remote control batteries are low
- Remote control is damaged or the front panel of DVR is damaged

14. **Question: Why can't I log in over the Internet?**

Answer:

- Please check the network to see if it is connected. Check if LINK or 100M LED is displayed on the front panel; use ping xxx.xxx.xxx.xxx (DVR IP) to check if the Internet is linked properly
- Make sure you are running Windows XP, Vista, or Win7 operating system, and IE6.0-8.0 browser
- ActiveX control has been blocked. Please manually install ActiveX control again
- Please install DX8.1 and upgrade your video card driver

15. **Question: Why is there is no picture or picture is not clear when you preview the recording or playback the recording via IE?**

Answer:

- If you access DVR by IE, please choose "Wan" in "web environment"
- Please try "Close windows" by the right mouse button, and try "Open windows" again

16. **Question: Why am I receiving a message indicating "other members are setting....." when accessing my DVR settings through Internet Explorer?**

Answer:

- It probably means someone else is changing the settings of the DVR. Please check the DVR configuration interface or exit DVR

7. TROUBLESHOOTING

Error	Possible Causes	Solutions
• System is not receiving power or is not powering up	• Cable from power adapter is loose or unplugged.	• Confirm that all cables are connected correctly • Confirm that the power adapter is securely connected to the back of the unit
	• Cables are connected but system is not receiving sufficient power	• Confirm that the system is powered on (LED indicators on the front should be ON) • If the unit is connected through a power bar or surge protector. Try bypassing the bar and connecting the power directly to the wall outlet • Plug another electrical device in the outlet to verify that the outlet is receiving power. • Connect the system power cable to another outlet.
• Remote control is not detected by the system	• Battery in the remote control is drained	• Install two fresh AAA alkaline batteries in the remote control
	• There are no batteries in the remote control	
• Hard drive is not detected by the system	• Hard drive cables are loose or not properly connected	• Remove the housing and ensure hard drive cables are firmly connected
	• There is no hard drive in the system	• Open the housing and install a 3.5” SATA hard drive
• Hard drive is full (0%) and the unit is no longer recording	• Overwrite is not enabled	• From the Main Menu: select HDD>Overwrite>Enable and Apply
• Mouse not detected by system	• Mouse cable is not firmly connected to the system	• Firmly connect the mouse cable to the USB Mouse port on the front panel
	• Mouse is not connected to the system	
	• System needs to be reset	• Turn the power to the system off (disconnect power cable). Firmly connect a USB mouse to the USB mouse port on the front panel of the system. Reconnect the power cable to the DC 19V port on the rear panel.
• There is no picture on selected channels/camera picture is not being displayed	• Camera cables are loose or have been disconnected	• Check the camera video cable and connections • Disconnect and reconnect the cable at the system and at the camera • Try moving the camera to another channel or use another cable

Error	Possible Causes	Solutions
• The image on the DVR appears but does not have sound	• Audio cables are loose or have been disconnected	• Check the AUDIO connections to the DVR
	• Audio channels have been disabled in the system menu	• Check the configurations: Main>Menu>Record>Audio
	• Volume on external speakers (not included) is low or off	• Increase volume on external speakers (not included)
• A “whirring” noise is coming from the system	• Fan is active	• The fan means the exhaust fan is working normally
• The system beeps at startup	• System emits a beep at startup	• The beep at startup is normal
• The system beeps during motion detection	• Motion detection is enabled but the alarm buzzer is activated	• Open the Main Menu and click Advance • Click ALARM; set the Buzzer to 0s and click APPLY
• I am not receiving email notifications	• Email notification is disabled	• Open Main Menu>Advance>Alarm; click EMAIL SETUP; under EMAIL select ON
	• Default system setting is disabled but you have not entered your own SMTP information	• If you want to use your own SMTP server, deselect the Default box and enter your SMTP Server address, Port, User name and Password in the respective fields